Listening to young voices

the first step in asking
How youth friendly are
pharmacies in New Zealand?

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NZ Youth population has unmet health needs

Relevant pharmacy services

Pharmacies are accessible

New Zealand Ministry of Health youth health priority areas	Areas in which new pharmacy roles are being developed
Alcohol and drug use	• Smoking cessation, methadone, needle exchange
 High teenage pregnancy rates 	 Emergency Hormonal Contraception
Sexually transmitted infections	 Chlamydia screening, health promotion
 Obesity and low physical activity – diabetes and CVD 	 Weight management, diabetes management, health promotion
• Mental Health	• Dispensing anti depressants, health promotion

Youth Participation

Benefits Research

- Young people experts in youth health
- New ideas/creativity
- Validation/credibility

Benefits Participants

- Opportunity to have a say
- Make friends
- Have fun
- Develop skills
- Make connections



How has this worked in practice?

Youth Advisory Group (YAG)

Youthline Manukau YAG

 10 meetings planned at critical points through PhD

Decision making role

YAG Meeting template

Agenda	Discussion points	Plan	Outcome

Documented feedback loop

Pharmacy Survey



Qualitative consultation with YAG to develop questionnaire items



Quantitative questionnaire data collection and analysis of results



Qualitative consultation with YAG to inform interpretation of results

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Survey Development

Young People



'Structural' Factors

- Accessibility
- Opening hours
- Youth specific publicity material
- Private consultation area
- Privacy notice
- Confidentiality rights explained
- Male & female staff
- Name & job badges
- Youth specific health info
- •YP have opportunities to make suggestions

Pharmacy Services



Survey Development

Young People



'Personnel' Factors

- Do they think services are appropriate for young people?
- Provision of services without parent/carer present
- Level of comfort discussing youth health topics
- Confidence in knowledge/ training needs

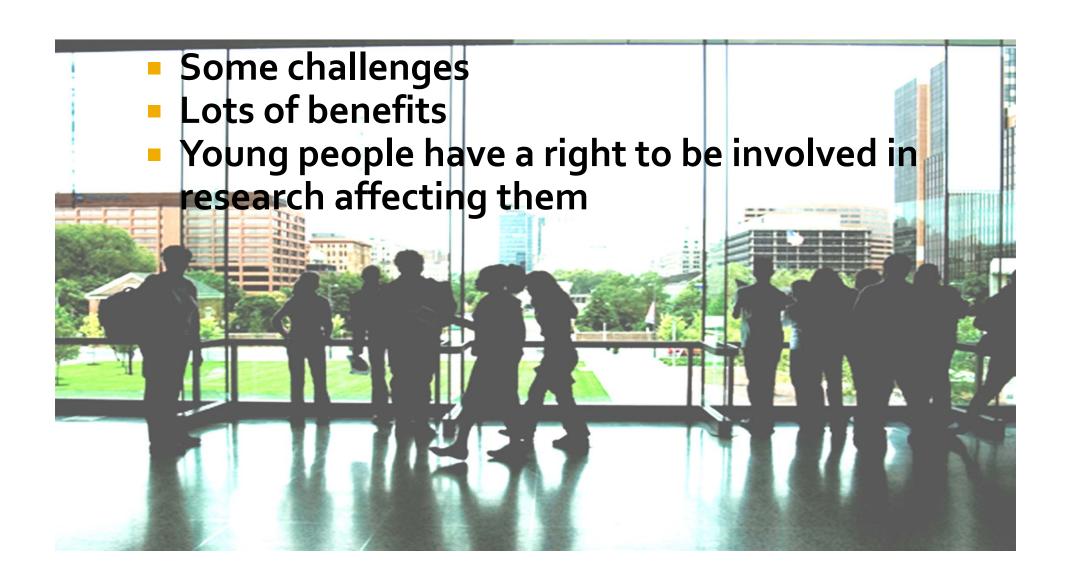
Pharmacy Services



Feedback on Results

Structural Factors	Yes %	YAG Feedback
Private consultation area	82.9	Not useful without a notice to say the pharmacy has one
Notice about private consultation area	18.4	Simple to fix and would make a big difference
Staff wear job title badges	75.8	Difficult to know who to ask to find information without badges
Young people have opportunities to make suggestions	62.2	YAG had no experience of this- figure probably overestimated
Youth specific health information displayed	31.3	Interpretation of 'youth specific' – must be designed for young people
Confidentiality rights of young people explained	27.8	YAG felt this was one of the most important factors affecting access
Youth specific publicity/advertising	10.6	How will young people know pharmacies could help? Ideas on how to promote services

Summary



Thank you ehor011@aucklanduni.ac.nz