

## Community Children and Young People's Service

### Compliments, Concerns and Complaints

Comments, compliments or complaints are valued and appreciated. Please speak to your health practitioner. If the service you are receiving is failing expectations, please talk to the manager or staff involved. They will take the matter seriously and sort things out as soon as possible.

If that is not appropriate please contact us below:

**Call:** 0115 9934542

**Email:** [Complaints@nottshc.nhs.uk](mailto:Complaints@nottshc.nhs.uk)

**Write to:** Patient Experience Team (Local Partnerships),  
Nottinghamshire Healthcare NHS Foundation Trust,  
Moorgreen House, Highbury Hospital, Bulwell, Nottingham, NG6 9DR

You can also share your experiences and care at :

<https://www.careopinion.org.uk/>

or at the Trust's feedback website:

<https://rebrand.ly/UserCarerFeedback>

This document is also available in other languages and formats upon request.

Su richiesta, questo documento è disponibile in altre lingue e in altri formati.

Sur demande, ce document peut être fourni en d'autres langues et formats.

Na życzenie, dokument ten można uzyskać w innych językach i formatach.

यह दस्तावेज़ अनुरोध किए जाने पर अन्य भाषाओं और प्रारूपों में उपलब्ध है।

ਇਹ ਦਸਤਾਵੇਜ਼ ਬੇਨਤੀ ਕੀਤੇ ਜਾਣ ਤੇ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਰੂਪਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

در صورت درخواست این سند به زبانها و شکلهای مختلف در اختیار شما قرار می گیرد.

یہ دستاویز دیگر زبانوں اور مطلوبہ شکلوں (فارمیٹ) میں بھی دستیاب ہے

هذه الوثيقة متاحة بلغات أخرى وباشكال غير الكتابة المقروءة وذلك عند الطلب



## Preparing for Adulthood

### Legal and financial changes from 16 years old

[www.nottinghamshirehealthcare.nhs.uk](http://www.nottinghamshirehealthcare.nhs.uk)

## Legal and Financial changes

Young people legally become responsible for things relating to their healthcare once they are 16 years old. Special rules apply if a Doctor or professional think, for any reason, that a young person is not able to make decisions on their own.

### Consent

It is law that once you are 16, you are the main decision maker for any treatment. You do not have to make decisions about any treatment on your own – Doctors and Nurses, families and anyone else who usually supports you would be able to help as they have always done. If a young person is not able to make decisions on their own (lack of capacity), a legal act called the **Mental Capacity Act** will be followed by healthcare professionals.

### Letters and communications

After your 16th birthday, clinic or discharge letters should be addressed to you. We will ask you if you still want your parents to receive letters as well. If a young person lacks the capacity to agree to receiving copies of letters they will continue to be sent to the person or people with 'parental responsibility'. Checking the details on letters is important. Some people take a photo of any letters and keep them in a secure folder on their phone so that they always have access to them. There are also apps available that allow you to securely store health information on a mobile or tablet.

### Making appointments

You should be the one to make or change the date or time of any appointments unless you have given permission for someone else to do this. Knowing how to manage your appointments is an important skill to learn. If a young person lacks the capacity to do this, the person supporting them will be able to continue to do this.

## Benefits

Parents might be receiving a Disability Living Allowance (DLA) payment to help with any additional costs of caring for you. When you are 16, your care will need to be reassessed to see if they qualify for a different payment called a Personal Independence Payment (PIP). The Department for Work and Pensions (DWP) will contact you before their 16th birthday to explain how to claim for a PIP. Details are available at:



[www.contact.org.uk/media/1163273/pip\\_guide.pdf](http://www.contact.org.uk/media/1163273/pip_guide.pdf)

Or you can ask for advice from your local Citizens Advice Bureau (CAB).

<http://citizensadvicenottingham.org.uk/>

### Medical history

Many young people have little idea of their medical history. It is a good idea to keep a record (or Health Passport) of what immunization's you have had and when they had them. Also, if you have had any diseases, operations, or accidents when you were younger. If you are not sure your family doctor (GP) or family should be able to help fill in any gaps. You might need this information if you apply for a job or go into further education.

### Health Care Costs

There may be some charges for prescriptions or Dental / Ophthalmology treatment when a young person reaches adulthood (18) and is not in full-time education or in receipt of benefits, please go to the following link for more Information:

<https://www.nhsbsa.nhs.uk/check-if-youre-eligible-help/aged-19-and-under>