

Community Children and Young People's Service (CCYPS)

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

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



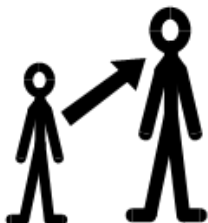
Preparing for Adulthood Legal and financial changes from 16 years

www.nottinghamshirehealthcare.nhs.uk



Making a
Difference

Trust Honesty Respect Compassion Teamwork



When you are 16 years old, things might change...

Young people legally become responsible for things relating to their healthcare once they are 16 yrs. 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.

Families and anyone else who usually support you will 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 law called the **Mental Capacity Act** will be followed by professionals.



Mental Capacity Act 2005

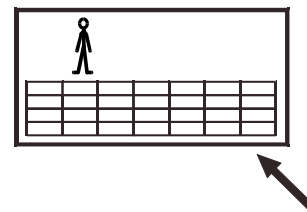
For more Information on the Mental Capacity Act:

<https://www.nottinghamshirehealthcare.nhs.uk/mental-capacity-act>

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 a letter as well.



Special rules will apply if a young person is not able to manage their own health needs.



It would be good to learn how to make or change the date or time of any of appointments unless you have given permission for someone else to do this.

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. You can ask for advice from your **Local Citizens Advice Bureau (CAB)**.



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, For more Information:

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

