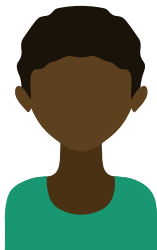


@16

YOUR  
HEALTH  
CARE



# From the Healthcare Team at Oakfield Surgery, Newmarket, with our best wishes on reaching your 16th birthday.

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This booklet offers you important information about your health care at Oakfield Surgery and about the rights you have when you turn 16.

**If you are not registered at Oakfield Surgery you should contact your own surgery.**

## WHY NOW?

It is our practice policy that when you reach 16, you become responsible for your own medical record. You can consent to receive treatment in nearly all circumstances or you can request that your parents or guardians continue to do this for you. We will need a written consent form to be completed to enable your parents to have access.

You can also make your own appointments and your own decisions about your care and have full access to your health records.

When you reach 16, health professionals are no longer allowed to release medical information about you to your parents or guardians (or any other person) without your consent.

We want to help you deal with this important change in your life. We need your contact details (mobile number and email address) whether or not you choose to become responsible for your own health care. We probably already have your parents' or guardians' contact details on record; now we need yours as well.

**Please note** - if you do not want to be responsible for making your own decisions until a later date, you can delegate responsibility for consent to parents and guardians until then.

**Either way, please let us know. You can phone to discuss, come in or e-mail us via [oakfield.surgery@nhs.net](mailto:oakfield.surgery@nhs.net)**

The information in this booklet is divided into sections with selected links on a range of subjects and places you can go to for help and support. We have also included links to literature from organisations you might find of interest.

If you do have any queries please do not hesitate to contact us.

Francesca Starmer,  
Practice Operations Manager

**Oakfield Surgery**  
56 Exning Road, Newmarket CB8 7JG

Tel: 01638 662018

Email: [oakfield.surgery@nhs.net](mailto:oakfield.surgery@nhs.net)

Web: [suffolkprimarycare.uk/oakfield-surgery](http://suffolkprimarycare.uk/oakfield-surgery)

## Background

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The contents of this booklet have been produced by the Friends of Oakfield Surgery Patient Participation Group in collaboration with Framfield House Surgery Patient Participation Group, Framfield House Surgery, Ipswich Road, Woodbridge IP12 4FD.

Funded by the Friends of Oakfield Surgery Patient Participation Group.

The information is also available on the Oakfield Surgery website:  
[suffolkprimarycare.uk/oakfield-surgery](http://suffolkprimarycare.uk/oakfield-surgery)

## If you are going away from home to university or further education

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Most universities provide a student health service linked to their local practice that gives you access to a similar range of services to those you can find at Oakfield Surgery.

If your university or other educational institution doesn't have a student health service, you are encouraged to register with a local GP practice. You can find your nearest GP practice at [nhs.uk/nhs-services/services-near-you](http://nhs.uk/nhs-services/services-near-you)

For information regarding the vaccinations you should have prior to going to university, go to [nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student](http://nhs.uk/live-well/healthy-body/getting-medical-care-as-a-student) or contact the practice.

## If you move to a new location

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If you're moving, it's a good idea to register with a GP practice near your new location. If there are several, you can find the contact details at [nhs.uk/nhs-services/](http://nhs.uk/nhs-services/) When you register, you will be asked to fill in a registration form and may be asked for proof of identity and proof of address.

To find a local dentist, go to [nhs.uk/service-search/find-a-dentist](http://nhs.uk/service-search/find-a-dentist)

Most dental practices do not accept NHS patients, only private ones. You can ask friends, acquaintances, and reliable adults for recommendations.

**If you are unwell but it is not an emergency, call 111 for free advice 24/7.**

There are times when you may feel more comfortable talking to particular GP practice staff. You can always request an appointment with your preferred clinician.

## Taking full advantage of the National Health Service

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You have a legal right to choose a GP practice that best suits your needs within your local area. Try comparing GP practices according to facilities, services, access and performance before you decide. Ask friends, relatives and others you trust for their thoughts and recommendations.

The GP practice must accept you as a patient unless there are reasonable grounds to refuse you. These must not relate to race, gender, social class, age, religion, sexual orientation, appearance, disability or a medical condition. It must also give you in writing the reasons for any negative decision.

A GP practice may decline to register you if:

- it has no capacity to take on new patients
- it is not accepting patients that do not live in its practice area
- it feels it may be better for you to find a practice closer to where you live

GP practices in England are free to register new patients who live outside their practice boundary area if and when they choose to do so.

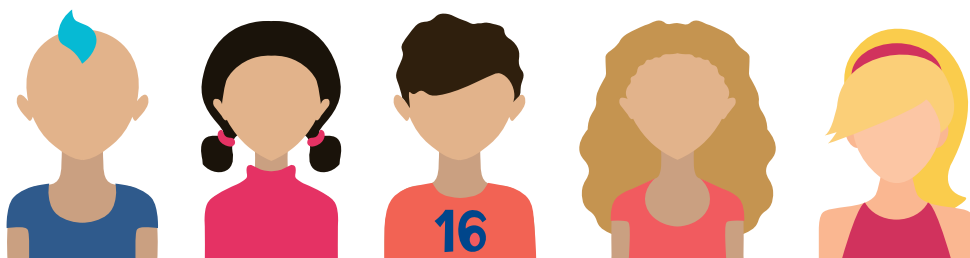
For more information go to:

[nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice](https://nhs.uk/using-the-nhs/nhs-services/gps/how-to-register-with-a-gp-practice)

**SystemOnline services** is a facility provided by the practice clinical record system. Your parents or guardians had access to your online record, but as of your 16th birthday, that ceases. You will need to come in and ask to set up your own account. Once you have access, you will be able to order repeat prescriptions, and to view the clinical records held about you by the surgery. You can check test results, review your medications and check your immunisations.

To register, just come in to the surgery with your proofs of identity. The receptionist will give you a form to fill in and sign. You will then be given your new username and password and you will be able to log in and familiarise yourself with the website.

**The NHS App** provides a simple and secure way for people to access a range of NHS services on their smartphone or tablet. Once you have registered with your GP practice you will have full access to the services available and will be able to order repeat prescriptions, check your health records including test results, review medications and check any health symptoms. It also includes lots of helpful advice. The NHS App is available to download on IOS and Android. More information can be found at [nhs.uk/nhs-app/](https://nhs.uk/nhs-app/)



## Confidentiality

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All information in your medical record is safe and protected, including everything you tell us, whatever has been written down about you, and details of any diagnoses and treatments. You can see your health records at any time; just ask the practice manager at the surgery.

If you are uneasy about visiting the surgery, please let the receptionist know. We can arrange for you to have an early or late appointment or to avoid having to sit in the waiting room.

For information about whether your confidential patient information can be anonymised for research and planning purposes, you can telephone **0300 303 5678** or go to [nhs.uk/your-nhs-data-matters](https://nhs.uk/your-nhs-data-matters)

## DIRECTORY

### General health information

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**The NHS web site** goes into every aspect of health care in up-to-date detail from A to Z. Some topics have video information. Go to [nhs.uk](https://nhs.uk)

Free, safe, confidential, online support for young people at [kooth.com](https://kooth.com) your online mental health wellbeing community.

**bbc.co.uk/actionline** – information and useful links to a range of subjects are found at [bbc.co.uk/actionline](https://bbc.co.uk/actionline) with common issues covered in recent BBC programmes.

**The 'Source'** – provides information, advice and sources of support on everyday issues that impact youngsters. The website includes a modernised CV builder, 'Ask the Expert' and 'find help' sections including a 'Emotional Wellbeing Directory'. [thesource.me.uk/](https://thesource.me.uk/)

**Suffolk County Council** – has an important one stop shop website that gives much information on local health services at [feelgoodsuffolk.co.uk/](https://feelgoodsuffolk.co.uk/) and customer services at [infolink.suffolk.gov.uk](https://infolink.suffolk.gov.uk)

**NHS Suffolk & North East Essex Integrated Care Board** – is the statutory NHS organisation responsible for developing a plan for meeting the health needs of the regional population, managing the NHS budget and arranging for the provision of health services across our Integrated Care System area. The website address is [suffolkandnortheastessex.icb.nhs.uk/](https://suffolkandnortheastessex.icb.nhs.uk/) and it offers a very wide range of information on just about everything you want to know about health and health care.

## Mental health

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**Alcohol abuse and addiction** – information is well covered at <https://www.nhs.uk/live-well/alcohol-advice/alcohol-support/>

**Anna Freud Centre for Children and Families** – has been providing psychological services for over 60 years. Go to [annafreud.org](http://annafreud.org)

Their helpline is **0207 794 2313** and email is [info@annafreud.org](mailto:info@annafreud.org)

**Bullying UK** – is a national charity. Their helpline is **0808 800 2222**, and their website is at [familylives.org.uk/](http://familylives.org.uk/)

**ChatHealth** – texting service providing confidential help about a range of issues, or you can make an appointment with a school nurse by sending a text message to **07507 333356**. Their website is at [chathealth.nhs.uk/](http://chathealth.nhs.uk/)

**Children and young people’s emotional wellbeing** – information, advice and support are available at the Emotional Wellbeing Hub. This affects about 1 in 10 young people – depression, anxiety and conduct disorder [infoink.suffolk.gov.uk](http://infoink.suffolk.gov.uk)

A search for ‘emotional wellbeing’ generates multiple links to local and national organisations who can help in different ways.

**Childline** – a well established charity for young people under age 19, offering useful and sensitive advice. Call them on **0800 1111**, or go to [childline.org.uk](http://childline.org.uk)

**County Lines** – The Children’s Society website has a good section on the criminal exploitation of young people. Go to [childrenssociety.org.uk](http://childrenssociety.org.uk)

**Better Health** – a useful NHS website about improving health and wellness [nhs.uk/better-health/](http://nhs.uk/better-health/)

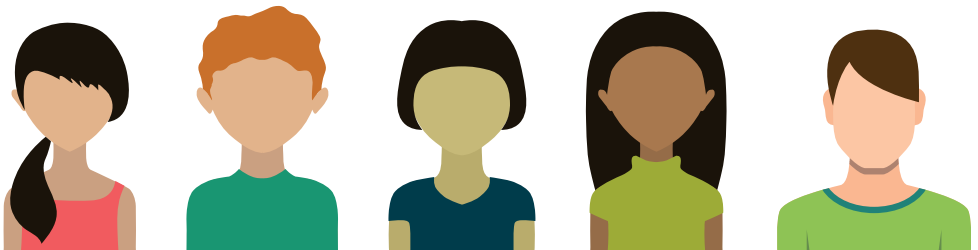
**Drugs** – honest information about drugs. Talk to Frank - help and advice on illegal substances. Go online to [talktofrank.com](http://talktofrank.com) or call **0300 123 6600**.

**Exam pressure** – go online to <https://www.gov.uk/government/publications/coping-with-exam-pressure-a-guide-for-students>

**Wellbeing Suffolk** – offers help and support to improve wellbeing & manage stress, low mood and anxiety. Under 18 or adult service via GP or self referral at [wellbeingnands.co.uk/suffolk/cfyp-wellbeing-under-18s-service/](http://wellbeingnands.co.uk/suffolk/cfyp-wellbeing-under-18s-service/)

**Healthy Suffolk** – the home of public health in Suffolk offers lots of useful information. See their website [healthysuffolk.org.uk](http://healthysuffolk.org.uk)

**Kooth** – your online mental wellbeing community. Free, safe and anonymous support [kooth.com](http://kooth.com)



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**Mind** – the mental health charity has an excellent website [mind.org.uk](http://mind.org.uk)

**Obsessive compulsive disorder (OCD)** – Good information at [nhs.uk/mental-health/conditions/obsessive-compulsive-disorder-ocd/](http://nhs.uk/mental-health/conditions/obsessive-compulsive-disorder-ocd/)

OCD UK is a national charity offering information and advice [ocduk.org](http://ocduk.org)

**Physical abuse** – help with your feelings and information on getting support [youngminds.org.uk](http://youngminds.org.uk)

**Sexual Abuse support** – confidential support for young people (+13) in Suffolk who are or have experienced any form of sexual abuse or sexual violence, operated by survivors [tope.org.uk/](http://tope.org.uk/)

**Pornography** – if you are concerned about the impact of watching porn there is further information at [thinkuknow.co.uk/](http://thinkuknow.co.uk/)

If you are concerned about revenge porn or the sharing of sexual images go to [ceop.police.uk/Safety-Centre/](http://ceop.police.uk/Safety-Centre/)

**Relationships** – The Source is a Suffolk focused service at [thesource.me.uk](http://thesource.me.uk)

See also Family Relationships.

**Samaritans** – providing support to anyone in emotional distress. Call free 24/7 on **116 123**, or go to [samaritans.org](http://samaritans.org)

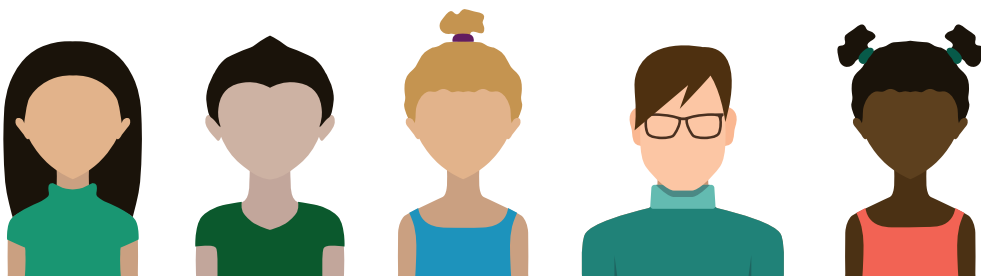
**Self-esteem** – the opinion we have of ourselves. You can find good information at [nhs.uk/conditions/stress-anxiety-depression/raising-low-self-esteem](http://nhs.uk/conditions/stress-anxiety-depression/raising-low-self-esteem)

**Self-harm** – see your doctor at Oakfield Surgery for a confidential discussion. Helpful websites are [youngminds.org.uk/young-person/my-feelings/self-harm/](http://youngminds.org.uk/young-person/my-feelings/self-harm/) and [mind.org.uk/information-support/types-of-mental-health-problems/self-harm/about-self-harm/](http://mind.org.uk/information-support/types-of-mental-health-problems/self-harm/about-self-harm/)

**Sexting and selfies** – if you need advice about sending or receiving images including nudes [faceup2it.org](http://faceup2it.org)

**Suicide prevention** – Papyrus is a national charity providing sensitive and helpful services for young people with suicidal thoughts. Call **0800 068 4141**, or go to [papyrus-uk.org](http://papyrus-uk.org)

**Young people's mental health** – information about all aspects, with a good website at [youngminds.org.uk](http://youngminds.org.uk)



## Diet, weight, fitness, sleep, and well-being

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**Body Mass Index (BMI)** – calculate your own BMI and find other information at [nhs.uk/live-well/healthy-weight/bmi-calculator](https://www.nhs.uk/live-well/healthy-weight/bmi-calculator)

*BMI Score has some limitations because it measures whether a person is carrying too much weight but not too much fat. For example, people who are very muscular, like professional sportspeople, can have a high BMI without much fat. But for most people, BMI is a useful indication of whether they are a healthy weight.*

**Eating Disorders** – Beat provides a wide range of help on its website at [beateatingdisorders.org.uk](https://www.beateatingdisorders.org.uk) You can also talk in confidence to an adviser from the eating disorders charity Beat by calling their youth helpline on **0808 801 0711**.

Additional information is also available from the NHS website.

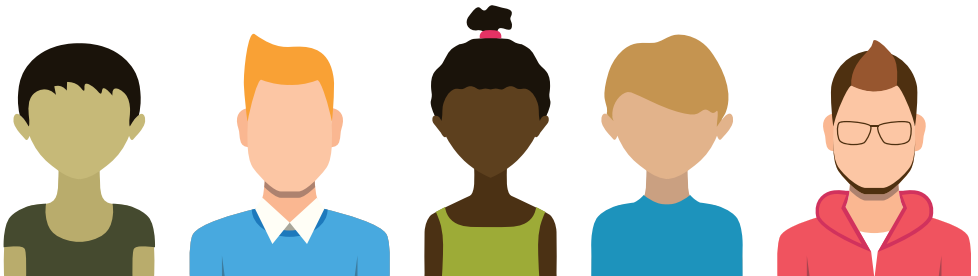
**Physiotherapy** – If you have registered to manage your own care, you can self-refer to Allied Health Professionals Suffolk. Go to [ahpsuffolk.co.uk](https://www.ahpsuffolk.co.uk) or call **03330 433 966**.

**Sleep problems** – there is a wide range of information about sleep problems on the [nhs.uk](https://www.nhs.uk) website.

**Smoking** – [feelgoodsuffolk.co.uk/stop-smoking/](https://www.feelgoodsuffolk.co.uk/stop-smoking/) is a website that furnishes specific help and encouragement for young people who wish to stop smoking.

**Weight management** – the NHS website provides multiple forms of help and information at [nhs.uk](https://www.nhs.uk)

You can also find advice and support for weight management at [feelgoodsuffolk.co.uk/healthy-weight/](https://www.feelgoodsuffolk.co.uk/healthy-weight/)





# Sexual and reproductive health

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## Local services and general information

[healthysuffolk.org.uk/healthy-you/sexual-health](https://healthysuffolk.org.uk/healthy-you/sexual-health)

**Contraception** – the NHS has a full guide on its website  
[nhs.uk/conditions/contraception](https://nhs.uk/conditions/contraception)

Contraception services at GP surgeries, including Oakfield Surgery, are free and confidential.

**HIV/Aids** – the Terrence Higgins Trust provides service and advice nationwide. Go to [ttht.org.uk](https://ttht.org.uk)

**Integrated Contraception and Sexual Health (iCaSH)** – is a local NHS service working with the Terrence Higgins Trust, offering NHS self-test kit and advice and more at [www.icash.nhs.uk/](https://www.icash.nhs.uk/)

**The National Aids Trust** – provides support and advocacy about HIV and Aids through its website [nat.org.uk](https://nat.org.uk)

**Pregnancy** – signs you might be pregnant; what to do; worries about pregnancy; what are the options? Information can be accessed via the Suffolk Children's and Young People's Emotional Wellbeing Hub [infolink.suffolk.gov.uk/](https://infolink.suffolk.gov.uk/)

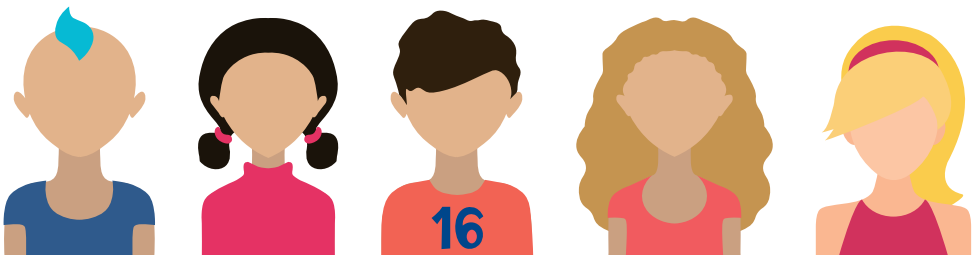
A search for 'pregnancy' generates multiple links to local and national organisations who can help in different ways.

**Brook** – their web site is full of information and advice on a wide range of topics and believes in a society where young people are free to be themselves. For pregnancy see [brook.org.uk/topics/pregnancy](https://brook.org.uk/topics/pregnancy)

You can also search [pregnancy](https://pregnancy.childline.org.uk) at [childline.org.uk](https://childline.org.uk) or call them on 0800 1111.

And you can see your GP or school nurse.

**Rape and Sexual Violence** – Suffolk Rape Crisis is a service for girls and women experiencing or fearing rape and sexual assault at [srchelp.org.uk](https://srchelp.org.uk) General information including for men and boys at [survivorsintransition.co.uk](https://survivorsintransition.co.uk)



## Sexuality and gender identity

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**Outreach Youth** – is a Suffolk group dealing with a range of LGBTQ+ issues and gender identities [outreachyouth.org.uk](http://outreachyouth.org.uk)

**Gay identity** – Switchboard is a long-established service for LGBTQ+ people. It provides help and support through its website at <https://switchboard.lgbt/>  
You can also text them via **0300 330 0630**.

**Young Stonewall** – is here to let all young lesbian, gay, bi and trans people, as well as those who are questioning, know they are not alone.  
[stonewall.org.uk/young-futures](http://stonewall.org.uk/young-futures)

**It Gets Better** – is a charity that enables LGBTQ+ young to know their worthiness and power as individuals [itgetsbetter.org.uk](http://itgetsbetter.org.uk)

**Just like Us** – is another charity empowering LGBTQ+ people from the classroom into their careers [justlikeus.org](http://justlikeus.org)

**Diversity Role Models** – seeks to embed inclusion and empathy in the next generation where everyone embraces diversity and can thrive.  
[diversityrolemodels.org](http://diversityrolemodels.org)

**Transgender identity** – information can be found via the Gender Trust at [gendertrust.org.uk](http://gendertrust.org.uk) In-person support and information is also available at [genderedintelligence.co.uk](http://genderedintelligence.co.uk)



## Preventative health

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**Alcohol** – [nhs.uk/live-well/alcohol-support](https://www.nhs.uk/live-well/alcohol-support)

**Diabetes** – learn to live well with diabetes at [mydiabetes.org.uk](https://www.mydiabetes.org.uk)  
Useful general information is available at [kidshealth.org](https://www.kidshealth.org)

**Gambling** – this is where you can find out more about gambling - what it is, how it works, the risks, and what to do if you are worried about your own gambling or the gambling of someone close to you.  
[bigdeal.org.uk/about-gambling/gambling-explained/](https://bigdeal.org.uk/about-gambling/gambling-explained/)

**Smoking** – [nhs.uk/live-well/quit-smoking/](https://www.nhs.uk/live-well/quit-smoking/) & [feelgoodsuffolk.co.uk/stop-smoking/](https://www.feelgoodsuffolk.co.uk/stop-smoking/) also has good advice.

## Social media concerns

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See Bullying section under **Mental health**.

## Family relationships

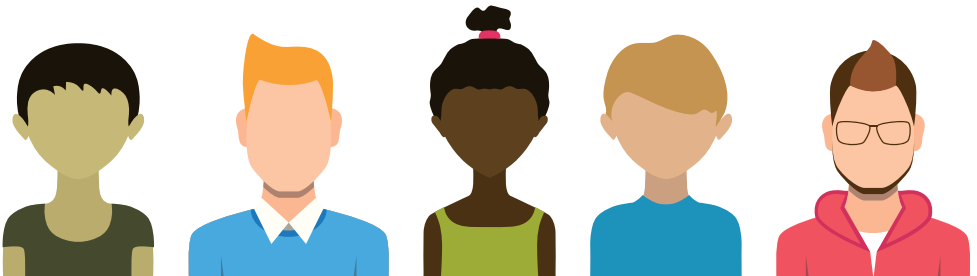
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**Confidentiality** – if you are anxious to keep certain matters private, go to [nhs.uk/your-nhs-data-matters](https://www.nhs.uk/your-nhs-data-matters) or come in to the surgery to speak with your doctor. There is advice about data protection available by calling **0300 303 5678**.

**Family or domestic violence** – there is good information at [childline.org.uk](https://www.childline.org.uk) or call **0800 1111**. Also have a look at Refuge at [refuge.org.uk](https://www.refuge.org.uk)

**Sexual abuse support** – when someone harms, injures or hurts you physically on purpose. Confidential, specialist support for young people (+13) in Suffolk who are or have experienced any form of sexual abuse or sexual violence - operated by Survivors [tope.org.uk](https://www.tope.org.uk)

**Young carers** – support for young people who are formal or informal carers for ill or disabled family members is available at [suffolkfamilycarers.org](https://www.suffolkfamilycarers.org) or by calling **01473 835477**.



Please let us know if you find any errors or can suggest further subjects or links that would make this information more complete.

Email us via: [oakfield.surgery@nhs.net](mailto:oakfield.surgery@nhs.net)

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# @16

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