



How to contact us:

Star Clinic
Westgate House
Southmead Hospital
Bristol
BS10 5NB

0117 414 6964

www.cchp.nhs.uk

If you or the individual you are caring for need support reading this leaflet please ask a member of staff for advice.



Community Children's
Health Partnership

Star Clinic

Information for
children and
young people



Believe in
children



Barnardo's

Working together, working with you



Sometimes situations happen that are private and difficult to talk about. We understand that coming to the clinic isn't easy and may feel embarrassing. We are here to help, reassure you and will make sure that you are:

- treated with respect and dignity
- listened to
- not judged

This leaflet goes through questions and responses that children and young people have told us would helpful things to know before coming to the Star clinic.

What is the Star Clinic?

We see children and young people of all ages who have a genital condition that may need treatment.

We also see children and young people of all ages who have recently or in the past been sexually harmed and may need care and treatment.

We are here to look after your health with you and the other adults supporting you such as family, carers and social workers.

Who will I see?

The Star clinic has a small team of doctors and nurses who are very friendly and experienced in working with children and young people. Before your appointment it will be explained who you will see.

Usually the doctors are female but if you would prefer to see a male doctor then let us know and we will try to arrange this.



Where will I be seen?

We are based in Westgate House in Southmead which is where most of our appointments take place. We do sometimes arrange appointments in other places depending on the circumstances.

Who will know about my appointment?

We take your privacy very seriously and your information will only be shared with trusted adults that need to know in order to care for you and keep you safe.

It will be explained to you who needs to know about the appointment and what was said in the appointment. You can ask questions about this and share your concerns if you have any.



What will happen at the appointment?

We treat everyone individually, adapting the appointment depending on what you need and we won't do anything unless you agree to it.

Generally appointments cover the following:

- Explain to you what your appointment is for
- Explain what happens to the information from your appointment
- Ask you a little about what happened (that relates to your health)
- Ask about your life and your general health
- Answer your questions
- Talk you through any physical examinations that would help us to find out how we can help you (this will only be carried out if you agree).
- Discuss any support needed after the appointment

Will I be seen again?

We treat everyone individually, adapting the appointment depending on what you need and we won't do anything unless you agree to it.

What do I do if I am worried about the appointment?

Most people feel nervous about their appointment, this is normal and we want to do whatever we can to reassure you. The number for the Star clinic is on the back of this leaflet, you or the adult bringing you can call us to discuss your concerns.

You can also ask questions at the appointment or bring questions written down, whatever helps you to feel more comfortable.



What children and young people have said about their appointment.

I feel much better now that has been done.

I was really worried about what was going to happen and it wasn't as bad as I thought.

I enjoyed playing with the toys and seeing myself on the screen.

Thank you for taking the time to read through this leaflet, let us know if this has been helpful and we look forward to meeting you.

References and Further Information

NHS Constitution. Information on your rights and responsibilities. Available at www.nhs.uk/aboutnhs/constitution [Last Accessed March 2013]