



CASE STUDY

Health Spot supports young people with their medical and wellbeing needs. Free confidential and friendly support is provided by youth workers and specialists including doctors, counsellors and substance misuse workers. This integrated offer was co-designed with young people to help improve their access to healthcare.

To find out more please visit www.wearespotlight.com/healthspot

Amy's Story

Youth Worker's Observation

Amy has been a member at Spotlight for 2 years and suffers from a rare skin condition called Harlequin Ichthyosis.

Since joining Spotlight, Amy has been given the opportunity to take part in various activities that she is passionate about including boxing and music programmes, as well as youth work mentoring to help her reach her goals.

During the COVID-19 pandemic it was a very overwhelming time for Amy as suffering from a rare skin condition put her in a situation where she was vulnerable and at risk of not going out as her skin is sensitive and prone to infections. Unfortunately Amy also developed a skin infection on her finger during lockdown too.



Treasurer

She was really concerned and worried about whether she would get the right support as she felt it was hard to contact her doctors during the pandemic and unsure if facilities were available to her.

Through one-to-one support at Spotlight Amy was informed about Health Spot and how the GP could help with her health needs through virtual appointments. This helped relieve the stress she was under due to being a high risk patient and not wanting to leave her house. We booked an appointment for Amy with Dr Helen for the following week.

Doctor's Notes

Amy suffers from a long-term condition that is incredibly debilitating.

She is under a wide array of specialists to help manage the complications of the disease including Ears, Nose & Throat Clinic, Occupational Therapy, Podiatry, Dermatology and Geneticists.

Due to COVID-19 a lot of her specialist care had stopped or converted to virtual support only. This was impacting her mobility and causing increased pain. In addition she was not sure where to go for help in management of skin infections.

We were able to treat the infection and explain how her own GP can continue to support her through online consultations, as well as mediate a referral back to podiatry so she got timely and appropriate care.



Dr.
Helen

Young Person's Feedback



Health Spot has benefitted me massively and if I did not have Spotlight to turn to then I wouldn't know what to do.

The process was very straight forward and I was able to have my appointment over the phone meaning that I didn't have to leave my house for help. I spoke to a friendly doctor named Helen. Our conversation was completely confidential and I felt comfortable to talk about my worries and concerns safely.

Helen was very patient and understanding. She listened to everything that I had to say and made sure it was taken into consideration to ensure that my situation was dealt with efficiently and that I was prescribed antibiotics for my finger infection quickly.

I am honestly so grateful that I have Health Spot to fall back on when my health is not great as it can be very frustrating and stressful. Health Spot is an exceptional service, and I would use the service again if I'm in pain or having problems with my health.