

Short version of Choice of named consultant-led team

Summary of what people said about choosing a named consultant-led team



Easy Read version

About this leaflet



This leaflet has been written by the Department of Health.



It is about a plan for the National Health Service (NHS) called 'Greater Choice and Control'. The EasyRead is called the 'Short version of Choice of named consultant-led team'.



The plan says that everyone should have more information, choice and control about their healthcare.



The NHS should do the things that are important to patients.



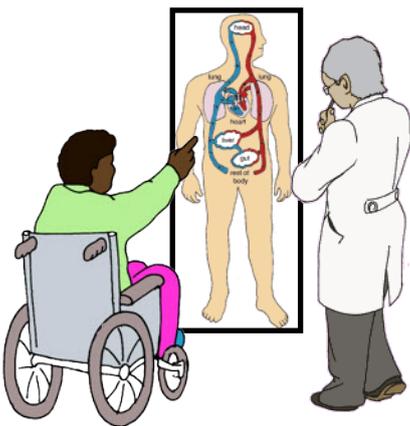
We wanted to know what everyone thought and 617 people answered questions about our plan.



People could read the plan on our website and go to meetings to tell us what they thought.



This leaflet is about what people said about choosing which **named consultant-led team** you go to see.



A **consultant** is a doctor who knows a lot about one type of health problem.



Consultants in a hospital usually have a team of people who work with them. Choosing a named consultant-led team means you could get to see anyone in that team.

Choosing which named consultant-led team you see



We think that involving patients in decisions about their healthcare will make our health service one of the best in the world.



Our plan, Greater Choice and Control, says:

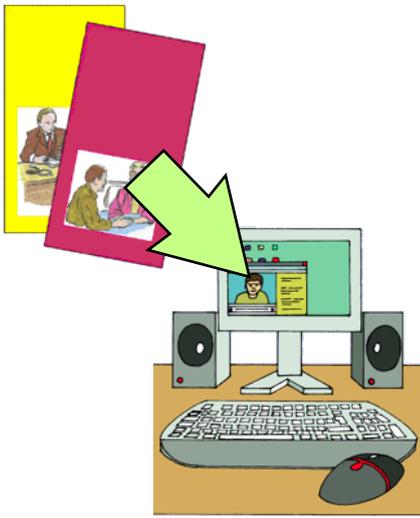
All patients will be able to choose their named consultant-led team for planned healthcare.



This means:

- all health staff should make sure everyone has the support and information to understand their healthcare choices
- the Choose and Book electronic referral and booking system should have consultants' names so people can choose which team they want to see





- consultant teams will put information about their services on Choose and Book to help people decide which team they want to go to



- the person in charge of their healthcare will advise if this choice is right and safe for the patient.



We asked if people agreed with these ideas and what else should be done.

What people told us



About 150 people answered this question.

About 100 agreed with our ideas about consultant teams.



About 30 people did not agree with our ideas.



Everyone else was not sure and some of these people told us their ideas about consultant teams.

People said:



- if a lot of people choose to see the same named consultant-led team they might have to wait longer



- if some teams are really busy this might stop people seeing the consultant they need to see



- if teams have lots of different health professionals patients cannot choose which professional they will see



- some consultants might not have the chance to become experts if patients choose to go to a different named consultant-led team



- some computers do not find consultants' names when staff try to book appointments or look at health records.



We need to treat everyone fairly and give all patients information and support to make a choice.

Our reply to what people said



Most people agreed with our ideas about choosing a named consultant-led team.



We thought about what they said and then we wrote some **guidance**.

The **guidance** tells NHS services how to give people a choice of named consultant-led team.



- patients referred for a consultant-led appointment should always be able to choose their named consultant-led team, provided it is clinically appropriate and safe



- we have been asking people how to make sure patients have good information to understand their healthcare choices.



This is helping us check how to treat everyone fairly and give all patients the information they need



- people will only be able to choose a team if it is led by a consultant



- services can already put consultants' names on Choose and Book and they are managing to see all the patients that choose them



- we are looking at the problems with computers.

What we want to do

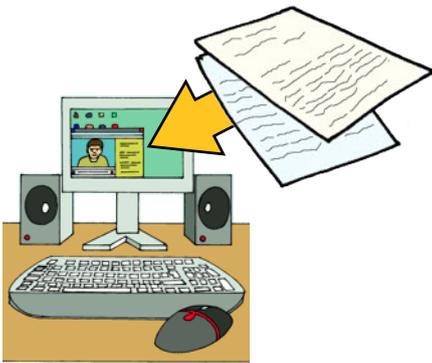


From April 2012, before you go for your first hospital appointment with a consultant, you will be able to choose which named consultant-led team you see.

We are telling NHS healthcare services they must:



- make sure patients can see the named consultant-led team they choose if the team can meet the patient's health needs



- put information about their named consultant-led teams on Choose and Book to help people decide which team to see



- give people information to help them understand their healthcare choices.



Later in the year we will write information about how these ideas will work with changes to the NHS.



The Department of Health will work with services to make sure their computers will be able to do all these things.

What happens next



We have written other information to go with this leaflet:

- guidance to tell NHS services how to give people a choice of named consultant-led team



- information about how the changes will affect people and services



- information about how to make sure we treat everyone fairly.



We are looking at the answers to all the other questions about our plan, Greater Choice and Control and will reply to these later this year.



People and organisations will then have another chance to say what they think.



The Department of Health will also be working with patients and services to make sure everyone gets good, safe healthcare.

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