



Department
of Health



Your NHS care

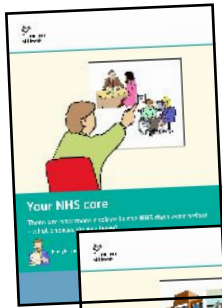
There are now more choices in the NHS than ever before
- what choices do you have?



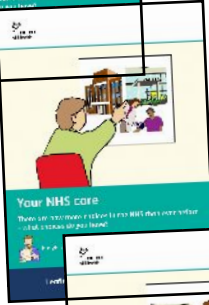
EasyRead version

Leaflet 3 - Choosing your hospital

This is one of 8 EasyRead leaflets about your choices in the NHS. They are:



Leaflet 1 **Choosing doctors**



Leaflet 2 **Choosing where to go for health tests**



Leaflet 3 **Choosing your hospital**



Leaflet 4 **Changing your hospital**



Leaflet 5 **Having a baby**



Leaflet 6 **Choosing services in the community and personal health budgets**



Leaflet 7 **Choosing services in other parts of Europe**



Leaflet 8 **Taking part in health research**

Leaflet 3 - Choosing your hospital



This leaflet explains:



- the choice you have about where to go for a hospital appointment and who you want to see. This is called an outpatient appointment.



An outpatient appointment is when you have a time to go to a hospital to see an expert doctor. You do not stay in hospital.



- where to get more information on these choices



- how to complain if you do not get offered this choice.



Choosing where to go as an outpatient

What choices do I have?

If your GP thinks that you need to see an expert doctor about your physical or mental health needs then you can choose:



- where to go for your outpatient appointment



- the team that treats you.



Does the law say I must have this choice?

Yes the law says people must have this choice but sometimes the choice is limited.





When can't I make this choice?

You can't choose the hospital and the team for your outpatient appointment if:



- you need urgent care



- you are already having care or treatment for the illness



- they can't give you the right care and treatment



- your doctor thinks you may have cancer



- you are having a baby - please see the "Having a baby" leaflet number 5 for your choices then



- the service is run by your council



- you are in a secure children's home, prison, court, an immigration removal centre or been let out of prison on release



- you are in hospital having mental health treatment and you are not free to leave



- you are in the Army, Navy or Air Force.



Who should give me these choices?

Your GP or the other health staff who are sending you to the hospital.



Where can I find out more?

It is important that before you make a choice about your hospital you look at other information to help you.

You can find more information on these websites.



The NHS Choices website. There is more information about the doctors and hospitals you can choose from.

On their website:
www.nhs.uk



The Care Quality Commission, or the CQC for short, checks health and social care services to make sure they are good enough. You can find out what they think about your local services:



On their website:
www.cqc.org.uk

Or call:
03000 616161



In the NHS Constitution. This tells you more about what the NHS should do for you, and what you should do too.

There is an EasyRead version on their website:

www.gov.uk/government/publications/the-nhs-constitution-for-england

healthwatch



Healthwatch England speaks up for people using health and social care services.

They also have local Healthwatch groups for each area on their website:

www.healthwatch.co.uk

What can I do if I am not given these choices?



1. Speak to your GP or the health staff caring for you.



2. If you still feel you have not been given a choice you can make a complaint.



You can complain to:

- the GP who is referring you for your outpatient appointment



- the hospital where you are waiting for treatment



- your local Clinical Commissioning Group.



Your local **Clinical Commissioning Group**, or CCG for short, are the people who arrange and buy local health services for you.

To get in touch with your local CCG you can:



- ask at your GP practice



- or go to their website:
www.nhs.uk (look for Health Services near you).



If you are still unhappy with what your GP or the CCG have decided then there are other people who can help.

healthwatch



Get in touch with your NHS advocacy service through your local Healthwatch.



On their website:
www.healthwatch.co.uk



The last stage of complaints is to contact the Parliamentary and Health Service Ombudsman:



On their website:
www.ombudsman.org.uk

Or call:
0345 015 4033

Or text 'call back' with your name and your mobile number to:
07624 813 005

They will call back the next day.



Credits

This paper has been designed and produced for the Department of Health by the EasyRead service at Inspired Services Publishing Ltd.

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www.inspiredservices.org.uk

It meets the European EasyRead Standard.



It has been user-checked by the **Making It Easier Group** of people with learning disabilities.



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