



Department
of Health &
Social Care



Checking the NHS Constitution: 10 year review

Tell us what you think about our ideas
for changes to the rules and promises
the NHS makes.



Please read our ideas and fill in the survey

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There is a lot of information in this survey. You don't need to read it all at once.



You can take a break or just go to the part you are interested in.

About the NHS Constitution

The NHS is made up of lots of different services. Things like:



- Hospitals



- Local doctors



- Nurses who visit you at home



- Dentists



- Pharmacies



- Mental health services and hospitals

The NHS Constitution is a very important book. It tells us about:



- The rules and laws that the NHS has to follow.



- What promises the NHS makes to patients and staff.



- What your **rights** are when you use NHS services. Your **rights** are things you are allowed to do and how you should be treated.

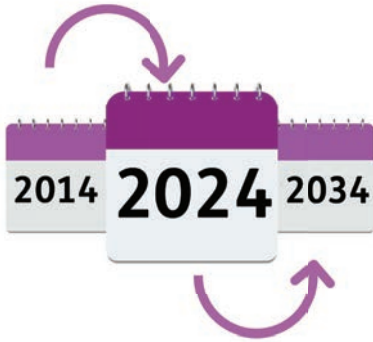


Following the constitution makes sure that the NHS is fair to everyone.



In this survey we are going to call the NHS Constitution **the rules**.

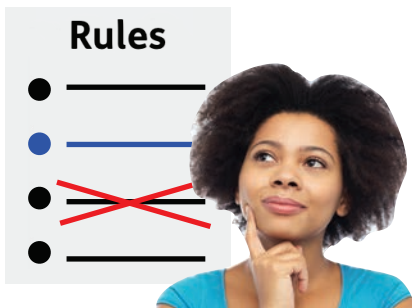
What we are going to do



The law says we need to check the rules every 10 years.



We have had a look at the rules. There are some things we think we need to change or add in.



This survey tells you about some ideas for changes we want to make to the rules.



We are asking lots of people and services what they think about our ideas for changes.



Please read our survey and answer our questions.



We would like you to fill in your answers online.



Our easy read survey is on our website:
www.gov.uk/government/consultations/nhs-constitution-10-year-review-easy-read



If you want to print out this form and fill it in, you can post it back to us at:
39 Victoria Street
London
SW1H 0EU



We need your survey answers back by:
11.59pm on 18th July 2024.

Change 1: Responding to deterioration



This change is about helping people when their health gets worse.



Patients, their families and carers know themselves or their loved one best.



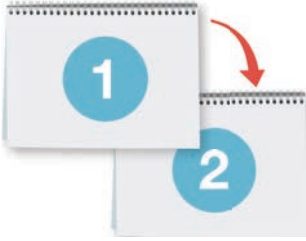
They can see if the patient is not doing well and needs more help or a different kind of care.



It's very important for these people to be involved in the care of the patient.



One of the rules is about involving people in care. We want to add a new promise to this rule.



There are 2 parts to this promise.



We want part 1 to say: Hospitals will get information from patients and their families every day



We want part 2 to say: If patients and families are worried about someone's health getting worse, they can ask for a new doctor to check what is happening.



If the staff looking after them do not help, you can ask for another doctor or team to look at the person quickly.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 2: Health disparities



This change is about making sure healthcare is fair for everyone.



In England, some people live longer and are healthier than other people.

Where you live can affect how long you live and how healthy you are.



The law says that the NHS should make sure everyone has the same chances to have good health.



The NHS rules already say that the NHS works hard to help everyone in the community.



They make sure that no one is left out, treated badly or forgotten.



We want to add more information to this rule.



We want the rule to say that the NHS works with other groups and organisations. They work together to understand different people's needs.



This helps the NHS to know what services people need. It helps to make sure services are fair for everyone to use.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 3: Environmental responsibilities



This change is about how the NHS helps to look after the **environment**.

The **environment** is the world around us and the air we breathe.



There is already a law that says how the NHS should help the environment.



The government wants to add a new rule to the NHS rules.



We want the new rule to say that the NHS will help the environment.



Things like:

- Following the law about the environment.



- Getting better at making less waste.



- Making sure we spend our money in the right way.



- When we are doing these things, the NHS must make sure we still give good care.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 4: Patient responsibilities

NHS



This change is about how patients can help the NHS.

There are some things that patients can do to help the NHS work well.

Things like:

- Coming to their appointments

and

- If they can not come to their appointment, they must tell the NHS as soon as they can.



This helps to make sure that appointments are not wasted. This helps doctors to see people more quickly.



The rules already say what patients should do.



We want this rule to be really clear. This will help people understand how important appointments are.



We want to change the rule. There will be 2 parts to the new rule.



We want part 1 to say: Please come to your appointments.



If you can't come, please cancel or make a new appointment as soon as you can.



We want part 2 to say: The NHS will give patients information about their appointment in a way that they can understand.



Things like in easy read or another language.



This change will help more people to keep or change their appointments before they happen.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 5: Research



Research means looking at something to find out more about it.



In the NHS, research might be things like:

- Finding new ways to treat people

or

- Making better medicines.



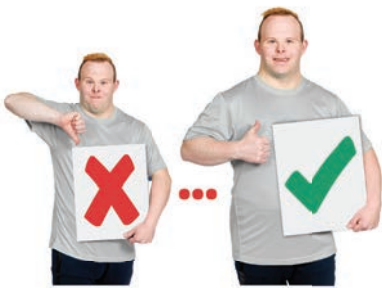
The law says that the NHS must support research about health services.



This will help to make health services better for people.



The rules already have a promise about research. The promise says that people should be told how they can take part in research.



We want to make this promise better.



We want to add that all NHS services should offer people the chance to take part in research.



This will help us make sure we support research in health services.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 6: Leadership



A **leader** is someone who other people follow. They help their teams work together and get things done properly.



The NHS rules already promise to support staff well in their jobs.



We want to add to the rule. We want it to say how important it is to have good leaders and managers.



Good leaders and managers can help:

- To run the NHS in the best way.



- Support their teams to work together to give great care for patients.



- Staff to come up with new ideas about ways of doing things better.



- To make sure staff are treated fairly.



This will help the NHS to be a good place to work.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea

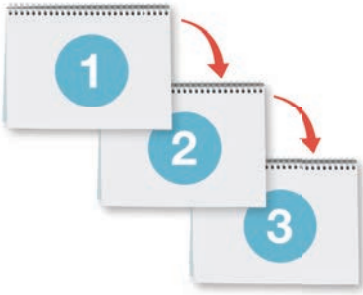


I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 7: Sex and gender reassignment



There are 3 parts to the changes we want to make here.

Part 1: Asking to be looked after by staff who are the same sex as you



The NHS rules say that people should have care and treatment that is right for them.



People should have a choice about care that meets their needs.



Some patients might want to choose the sex of the person who looks after them.



For example, a woman might want to be looked after by a woman.

This might be because they need **personal care**. **Personal care** is things like:



- Care and treatment for your private areas. Things like your breasts, penis, vagina or bottom

or

- Support with private things like using the toilet.



We want to add a new promise to the NHS rules.



The promise would say that patients who need personal care can ask for staff who are same sex as them.



The NHS will try to make sure people get their choice.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Part 2: Where people are cared for in hospital



The NHS rules have a promise about where people are cared for in hospital.



The promise says that people do not have to share some areas with people who are a different sex.

This means that there should be:



- Wards and rooms that are just for men or just for women

and



- Bathrooms and lounges that are just for men or just for women.



Women patients should not have to walk past men patients to get to these areas.



It is important to think about the rights of people who are transgender.



We will work together with patients who are transgender. We will decide together which ward or area is best for them.



Each transgender person will be supported properly to look after their needs.



The law says that patients who are transgender can be offered a different place to sleep. This might be a single room in a hospital.



This will happen if it meets people's needs and keeps everyone safe.



We want to add some more information to the promise about where people are cared for in hospital.

We want the promise to say:



- People will not have to sleep in areas with people who are a different sex from them

and



- Patients who are transgender might be offered a different service. Things like a single room in a hospital.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Part 3: Health services that meet people's needs



The NHS rules say that people should have health and care that meets their needs and choices.

This includes meeting the needs of people who are born men or women.

People born men or women can have very different health needs. Things like:



- Diseases and illnesses that affect men and women's bodies differently

and



- Different diseases that only affect men or women. Things like **cervical cancer** for women. Your **cervix** is inside you at the top of your vagina.



People need to understand how diseases will affect them so they know when to come for support.



We must use clear and easy to understand words. This will help to make sure everybody gets the best treatment possible.



We want to add a new right. We want the new right to say that patients have the right to have a choice about their care.

The NHS should try to meet patients needs.



This includes different needs if people were born a man or a woman.

This will make sure that everybody's needs are met in a way that is right for them.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 8: Making the rules say the same as the Equality Act 2010



Equality means everyone has the same chances. Sometimes people might need extra help to have the same chances.



The Equality Act 2010 is a very important law.



The Equality Act says that everyone should be treated fairly and given the best chance to do well in life.



Some people are more likely to be treated unfairly. These people have extra protection in the law.

The law says you cannot be treated unfairly because of your:



- Sex



- Race



- Disability



- Age



- Sexual orientation. This means who you fancy



- Religion or beliefs



- Gender reassignment



- Pregnancy or having a baby



- Marriage or civil partnership



The NHS rules already say we must not treat anyone unfairly.



We want to change the words of the NHS rules. We want to use the same words as the Equality Act.

When we talk about protected groups of people we want to:



- Use the word **sex** instead of **gender**.



- Say marriage **and** civil partnership instead of marital **or** civil partnership.



- Say religion **or** belief instead of religion, belief.



This would make the rules easier to understand and help us to follow the law.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 9: Unpaid carers



Unpaid carers mean family and friend carers who are not paid to care for people as part of their job.



The law says that the NHS should support unpaid carers.



The NHS rules say how we should involve unpaid carers.

Unpaid carers should be involved in things like:



- Decisions about the care and treatment of people they care for

and



- Helping to decide on what services are needed.



One of the rules is about involving people in care. We want to add 2 new promises and 1 new right to the rules.

Promise 1

We want promise 1 to say:

We promise to think carefully about what you do as a carer. The role of the unpaid carers is very important.





Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Promise 2



We want promise 2 to say:

We will listen to unpaid carers. We will respect things they tell us about the person they care for.



We will involve unpaid carers in decisions about a person's care, if they agree.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:



New right

We want to add a new right about unpaid carers.



The new right would be about when patients come home after being in hospital.



We want the new right to say unpaid carers will have the right to be involved early in plans about what care the patient will need.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 10: Volunteers



Volunteers give their time and skills to help organisations. They do not get paid for the work they do.

Volunteers are really important to the NHS.



The NHS rules say what rights staff have and what they can expect from the NHS.



We want to add a new promise to the rules.



We want the promise to say:

Volunteers are very important to the work of the NHS. The NHS will support them.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 11: Health and work



Work helps people to be feel good about themselves and be healthy.



Lots of people who work have a **long term** health condition. **Long term** means it will last for 12 months or longer.



There are also lots of people with a health condition who do not work.



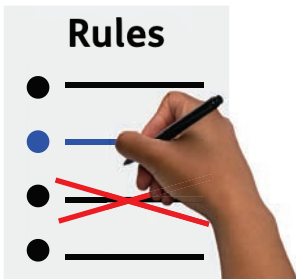
The government wants to support more people with health conditions and disabled people to work.



It is important that the NHS supports people with health conditions and disabled people.



The NHS rules say how the NHS can help people to feel good and be healthy.



We want to add some more words to these rules.



We want the rules to say that the NHS supports people with health conditions and disabled people to work.



This will help people to feel happier and healthier.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:

Change 12: Person-centred care



Some people have 2 or more health conditions.

They might need lots of different services to help them. This includes mental health and physical health services.



It is important that all these different services all work together to keep people well.



People should get **person-centred care**. This means looking at what the person needs and putting them first.



Being person-centred helps people get care and treatment that is right for them.



It means doctors, nurses and professionals listen to people about what matters most to them.



The NHS rules already have a promise about person-centred care.



We want to change the promise. We want the promise to say that the NHS will support services to work together.



This will make it easier for people with lots of health conditions to use different services.



It will put people and their family and carers at the heart of any decisions about their lives.



Question: Do you think this change is a good idea or a bad idea?



Good idea



I don't think it is a good idea or bad idea



Bad idea



I don't know



Is there anything else you want to tell us about this change? Please tell us here:



Question: Is there anything else you want to tell us about the NHS rules?
Tell us here:

A large, empty rectangular box with a thin black border, intended for a user to provide their answer to the question above.

Questions about you

Question: Please tell us why you are filling in this form. This might be because you are:



Someone who has used NHS services



Someone who works for health services



An organisation



Someone who is interested in NHS services

Other. Please tell us here:



Question: How old are you?

Younger than 18

18 to 25

45 to 54

26 to 30

55 to 64

31 to 34

65 to 74

35 to 44

Older than 75

I don't want to say



Question: What is your sex?

Male

Female

I don't want to say





Question: Is your gender now different to the one you were given when you were born?



Yes



No



I don't want to say



You can tell us what gender you are if you want to:



Question: What is your religion or belief?

Buddhist

Jewish

Christian

Muslim

Hindu

Sikh

No religion. This includes if you are Atheist

Other religion. Please tell us:

I don't want to say





Question: Which part of the UK do you live in?

England

Wales

Scotland

Northern Ireland

I do not live in the UK

I don't want to say





Question: If you live in England, tell us what part of England you live in.

North East England

North West England

Yorkshire and the Humber

East of England

East Midlands

West Midlands

South East England

South West England

London

I don't want to say





Question: What is your **ethnicity**?
Ethnicity is your race, background and culture.



White:

English, Welsh, Scottish, Northern Irish, British

Irish

Gypsy or Irish Traveller

Roma

Any other white background.
Please tell us:



Mixed ethnic group:

Asian and white

Black African and white

Black Caribbean and white

Other mixed race or backgrounds. Please tell us:



Asian, or Asian British:

Indian

Pakistani

Bangladeshi

Chinese

Other Asian or Asian British.

Please tell us:



Black or black British:

African

Caribbean

Other black or black British.
Please tell us:



Other ethnic group:

Arab

Another race or ethnic
background. Please tell us:



I don't want to say



Question: Do you have a long term health condition or a disability?

Long term means it lasts for 12 months or more.



Yes



No



I don't want to say



If you ticked yes, does your condition affect how you do everyday things?

Things like cleaning, shopping or making meals.



Yes a lot



Yes a little bit



Not at all




I don't want to say



Question: Do you look after or support someone who has a health condition? This includes older people and people with mental health problems.


Yes


No


I don't want to say

Questions for healthcare staff



Please only answer these questions if you work in health or social care services.



Social care is care you get at home, in your local community or in a care home.

Question: Please tell us what type of organisation you work in:



Public sector. These are organisations like the NHS, education, councils and the police.



Private sector. These are companies who you pay to get a service. For example private hospitals, some dentists or care services.



Not for profit. These is organisations like charities. All of the money goes on helping people.

Other. Please tell us:



Question: What area of healthcare do you work in?

Question: Tell us what service you are filling in this form about. It might be about:



Healthcare from the NHS

Healthcare from somewhere else

Social care

Other. Please tell us:



Question: Where does your organisation have services?

- North East England
- North West England
- Yorkshire and the Humber
- East of England
- East Midlands
- West Midlands
- South East England
- South West England
- London
- It does not work in England
- I don't want to say





Question: What is the name of your organisation?