



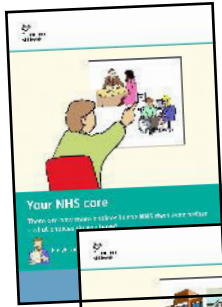
Your NHS care

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



EasyRead version

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



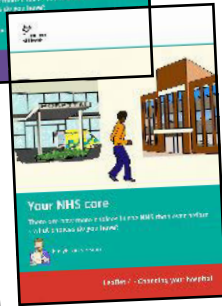
Leaflet 1 **Choosing doctors**



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



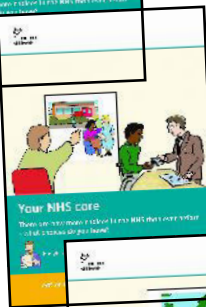
Leaflet 3 **Choosing your hospital**



Leaflet 4 **Changing your hospital**



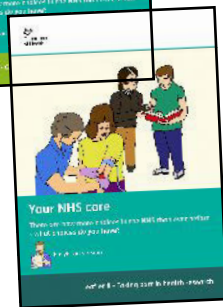
Leaflet 5 **Having a baby**



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 1 - Choosing Doctors



This leaflet explains:



- the choices you have when you are choosing your GP practice



- where to get more information



- how to complain if you don't get a choice.

Choosing your GP

What choices do I have?



You can choose which group of doctors you sign up with.



They work together in a GP practice.



You can ask to see a GP or nurse of your choice there and they must try to make sure you can.



Does the law say I must have this choice?

Yes, but there are times when you cannot choose (see next page).





When can't I make this choice?

A GP practice might not let you sign up with them if they have a good reason like:



- they have too many patients



- you do not live in their area.



The GP should tell you why you are not able to sign up.



Who should give me these choices?

The GP practice you want to sign up with can tell you more.



Where can I find out more?

It is important that before you make a choice about your GP practice 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?

If your GP is not giving you choices you should contact NHS England. You can get in touch with them:



On their website:
www.england.nhs.uk



Or call:
0300 311 22 33



Or email:
england.contactus@nhs.net



If you are still unhappy with what NHS England 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

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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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