



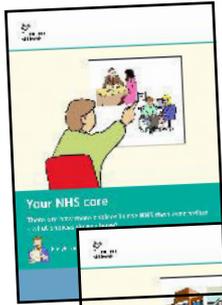
# Your NHS care

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



EasyRead version

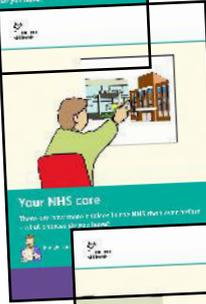
This is one of 8 EasyRead leaflets about your choices in the NHS. They are:



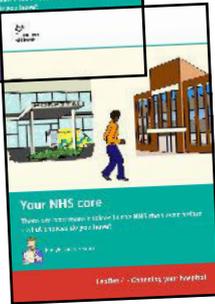
Leaflet 1 **Choosing doctors**



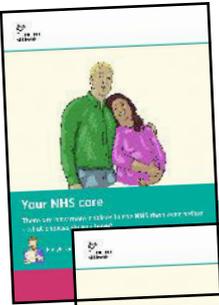
Leaflet 2 **Choosing where to go for health tests**



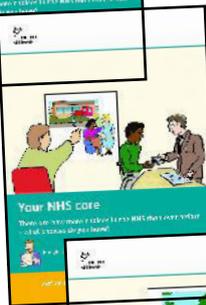
Leaflet 3 **Choosing your hospital**



Leaflet 4 **Changing your hospital**



Leaflet 5 **Having a baby**



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

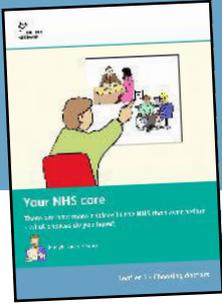


Leaflet 7 **Choosing services in other parts of Europe**



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?



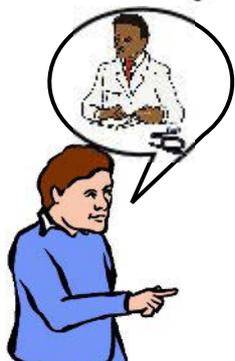
You can choose which group of doctors you sign up with.



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](http://www.nhs.uk)**

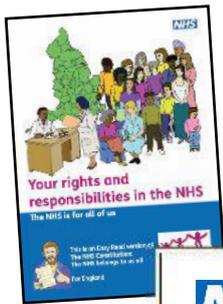


**The Care Quality Commission**, or the CQC for short, checks health and social care services to make sure they are good enough. You can find out what they think about your local services:



On their website:  
**[www.cqc.org.uk](http://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](http://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](http://www.healthwatch.co.uk)**



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

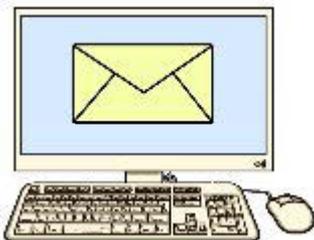
If your GP is not giving you choices you should contact NHS England. You can get in touch with them:



On their website:  
**[www.england.nhs.uk](http://www.england.nhs.uk)**



Or call:  
**0300 311 22 33**



Or email:  
**[england.contactus@nhs.net](mailto: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](http://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](http://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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