

# Your NHS care

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

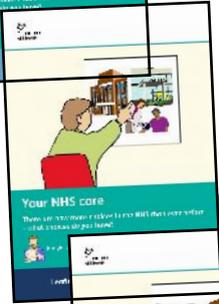


EasyRead version

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 2 - Choosing where to go for health tests

This leaflet explains:



- the choices you have when you need a health test



- where to get more information



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



## Choosing where to go for health tests

Sometimes we need to go to hospital for tests so that expert doctors can find out if we have a problem with our health.



### What choices do I have?

If your GP wants you to have a health test you can choose to have that done by anyone giving that NHS service in England and you should talk to your GP about who these are.



### Does the law say I must have this choice?

Yes but only if the test has been ordered by your GP and it will be your first outpatient appointment.



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

## When can't I make this choice?

You can't choose this if:



- you need the test urgently



- you are already being seen at a hospital



- 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.



## Where can I find out more?

It is important that before you make a choice about when you need a health test 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?



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:



- your local Clinical Commissioning Group if it is about where to go for health tests.



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](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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