



Your NHS care

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

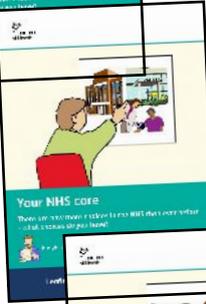


EasyRead version

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**



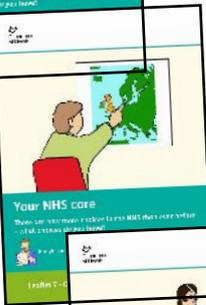
Leaflet 4 **Changing your hospital**



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 4 - Changing your hospital

This leaflet explains:



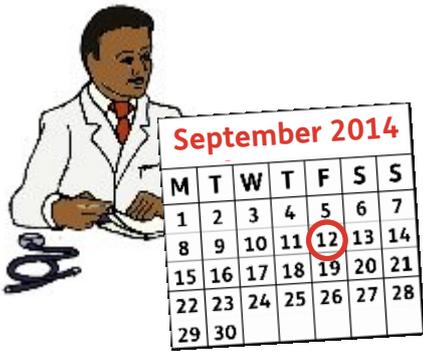
- the choice you have when you can ask to change hospitals if you have been waiting too long



- where to get more information on these choices



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



What choices do I have?

If you need to see an expert doctor you will be given an appointment.



You can ask to go to a different hospital if you:



- have to wait more than 18 weeks to start treatment that is not urgent



- have to wait more than 2 weeks to see an expert cancer doctor and your GP thinks that you might have cancer.



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 these choices?

If you have been waiting more than 18 weeks for treatment that is not urgent you cannot change your hospital if:



- it was you who chose to wait



- you did not attend an appointment that you had agreed to



- you are waiting for a transplant



- the reason you are waiting to see a consultant is because you are having a baby – please see the “Having a Baby” leaflet number 5 for your choices then



- you are waiting for treatment where an expert doctor is not in charge



- you said no to treatment

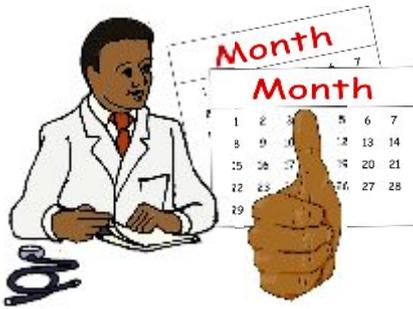


- you do not need treatment any more

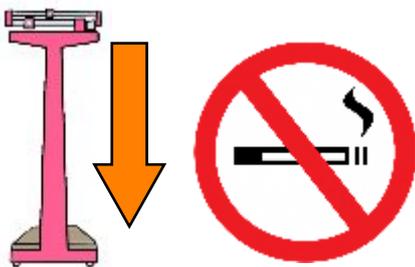


- you are not able to start treatment, for a reason that is not up to the hospital

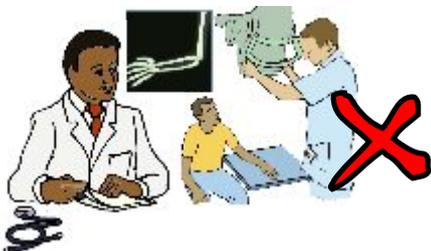
An example is if you are in the Army, Navy or Air Force and you are in another country



- your expert doctor has decided that waiting longer for treatment to start is best for you – for example:



- if you have been asked to lose weight or stop smoking before starting treatment



- or if your expert doctor has decided to keep an eye on you without treatment.

2 weeks						
M	T	W	T	F	S	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					



If you have been waiting for more than 2 weeks to see a cancer specialist then you cannot change your hospital if:



- you did not go to an appointment that you agreed to go to



- you have said no to treatment.

Who should give me these choices?



The people who are arranging your treatment.

This is normally your local Clinical Commissioning Group.



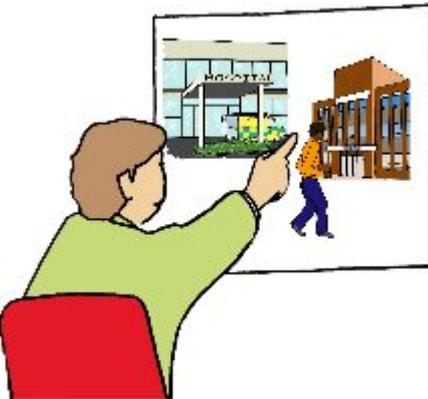
Your local **Clinical Commissioning Group**, or CCG for short, are the people who arrange and buy local health services.



If you have been sent for a special service this may be NHS England. Only a few hospitals have these special services as they are only needed by a small number of patients.



NHS England looks after the way the NHS is run in England.



If you want to change hospitals and you are allowed to then your health care staff must do everything they can to give you a choice of other hospitals that can see you sooner.



Where can I find out more?

It is important that before you make a choice about changing 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 hospital where you are waiting for treatment
- your local CCG.



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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