



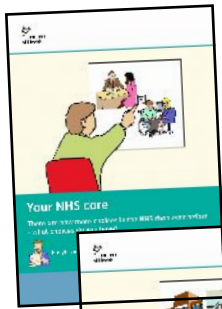
Your NHS care

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 6 - Choosing services in the community and personal health budgets

This leaflet explains:



- the choice you have for services in the community



- what a personal health budget means and when you might be able to have one



- where to get more information on these choices



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



What choices do I have?

The law says you can have some choices wherever you live, like choosing a GP in leaflet 1.



Community services are different in different areas, so your choices will be different.



You might be able to choose who you see for different services. Examples of some of these services are:



- physiotherapy services

- hearing tests



- mental health counselling



- medical foot treatments.



Does the law say I must have this choice?

No



When can't I make this choice?

You can normally only choose from the services that are in your area.



Who should give me these choices?

Your GP or other person sending you to this service.



Personal Health Budgets

For some healthcare you can choose to have the money to buy them. This is called a personal health budget.



You, or someone you want to help you, must make a care plan and agree with a health care professional how to use the money.



You do not have to have a personal health budget.

NHS
England



A personal health budget is not new money but money that would normally have been spent on your NHS care being spent in a way you want.



Does the law say I must have this choice?

At the moment, the law says that you only have a right to have a personal health budget if you are getting NHS Continuing Healthcare.



NHS Continuing Healthcare is care paid for people over 18 who are not in hospital but who have complicated health needs.



In other situations, Clinical Commissioning Groups can give you a personal health budget if they and your health care staff think it will help you.

When can't I make this choice?

You can't have a personal health budget for things like:



- emergency care



- seeing your GP



- or when a court has decided you must have treatment for drug or alcohol misuse.



Who should give me these choices?

Your local CCG gives you the choice.



Where can I find out more?

It is important that before you make a choice about services in the community you look at other information to help you.

You can find more information on these websites.



The NHS Choices website. There is more information on community care and personal health budgets on their website: **www.nhs.uk**



NHS England has more information on personal health budgets on their website: **www.personalhealthbudgets.england.nhs.uk**

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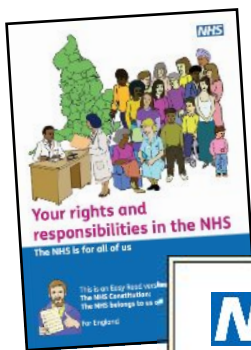


The Care Quality Commission, or the CQC for short, checks health and social care services to make sure they are good enough. You can find out what they think about your local services:



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](http://www.gov.uk/government/publications/the-nhs-constitution-for-england)**



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 care 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 person in charge of the community service
- 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

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It has been user-checked by the **Making It Easier Group** of people with learning disabilities.



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