



Department
of Health



Your NHS care

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



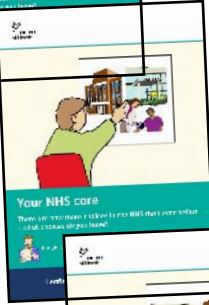
EasyRead version

Leaflet 7 - Choosing services in other parts of Europe

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 7 - Choosing services in other parts of Europe



You can choose to get some services in other countries in Europe.

The countries must be in the EEA.

The EEA is the European Economic Area – this is all the EU states plus Iceland, Liechtenstein and Norway.



You usually have to pay for treatment first and ask for your money back.



You might need to get the NHS to agree first – you can talk to your local Clinical Commissioning Group or NHS England about this.



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



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



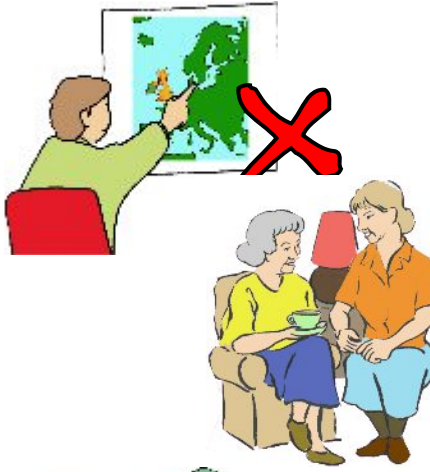
What choices do I have?

You can choose to have the same health care service you would have got from the NHS here in any other EEA country.



Does the law say I must have this choice?

Yes, the EU law says that you must have this choice.



When can't I make this choice?

You can't choose this if:

- you only want social care and support
- you need to have a transplant
- you need any jabs against diseases.



Who should give me these choices?

Your local CCG and NHS England must have information about your choices and what you have to do next.

Where can I find out more?



It is important that before you make a choice about services in other parts of Europe you look at other information to help you.

You can find more information on these websites.



The NHS Choices website, go to their website:
www.nhs.uk



The NHS England website, go to their website:
www.england.nhs.uk



In the NHS Constitution. This tells you more about what the NHS should do for you, and what you should do too.

It has a part about getting treated in Europe.

There is an EasyRead version on their website:
www.gov.uk/government/publications/the-nhs-constitution-for-england



NHS
England

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

1. Speak to your GP, your local CCG or NHS England (to apply).



2. If you still feel you have not been given a choice you can make a complaint.

You can complain to:

- your local CCG.





To get in touch with your local CCG you can:

- ask at your GP practice

go to:

www.nhs.uk (look for Health Services near you or healthcare abroad)

- NHS England for complaints about applications.



If you are still unhappy with what your GP or the CCG have decided then there are other people who can help. You can ask for help and advice from:



- the Department of Health on their website:
www.gov.uk/government/organisations/department-of-health



- the Health Service Ombudsman on their website:
www.ombudsman.org.uk



- the European Commission on their website:
www.ec.europa.eu (look for ‘Making a Complaint’).



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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