

A handy guide to your rights

As a patient you have the following rights. You can choose:

- your GP practice and which particular GP or nurse you want to see at that practice (if they are available);
- where to go for your first outpatient appointment (physical or mental health);
- to go to a different hospital if you have to wait longer than 18 weeks;
- who carries out a specialist test;
- maternity services (depending on what services are available locally);
- community services (depending on what services are available locally);
- to take part in approved health research;
- to receive your treatment in another European Economic Area;
- to be involved in planning your end-of-life care; and
- to be involved in planning your long-term care.

You also have the right to information to support you when choosing a provider.

Visit our website to read the guide that explains these rights in easy-to-understand language.

www.fyldeandwyreccg.nhs.uk/choice



Your views can shape your local health services.

Join our free NHS membership scheme to receive regular health news updates, get invited to health events and help us make decisions about local health services.

What are you interested in?

Please tell us if you have an interest in a certain area, for example, **carers, GP services, mental health, hospitals, cancer, diabetes and so on.**

That way, as well as sending general news, we can understand what other areas you would like to hear about.

To join our influence programme, visit www.fyldeandwyreccg.nhs.uk/influence or call **01253 956 400**



If you need this booklet in another format or language, please contact our customer care team on:

Freephone: 0800 032 2424

Telephone: 01772 777 952

Email: customer.care@lancashirecsu.nhs.uk

NHS

Fylde and Wyre
Clinical Commissioning Group

Whatever your reason...



...it's your right to choose



Everyone who is cared for by the NHS in England has rights to make choices about the service they receive.

These include the right to choose a GP surgery, to state which GP you'd like to see, to choose which hospital you're treated at, and to receive information to support your choices.



Choosing which hospital or clinic you are treated at

If you need to see a hospital consultant or specialist, this will be at an outpatient appointment. You have a legal right to choose the hospital or clinic you go to for your first appointment. However, you can only choose a hospital or clinic that is in England and offers the right NHS treatment and care for your condition.

If you are going to a hospital for an appointment, you can also choose which consultant you would like to see. You will be able to choose a consultant from a published list.

You may not be able to choose the hospital or clinic if you need urgent or emergency treatment and also if you are:

- a prisoner;
- a serving member of the armed forces;
- detained under the Mental Health Act 1983; or
- using mental-health services.

If you are being seen as an outpatient for one condition and you need treatment for a second condition, it will be your right to choose where you are seen for the second condition. You might feel it is more convenient to be treated at the same hospital, but it is your right to choose.

Who is responsible for offering me this choice?

The GP, dentist or optometrist who is referring you is responsible for offering you this choice.

You can find out more information about the hospitals and clinics you can choose from on NHS Choices.

www.nhs.uk

This is a national website for patients.

