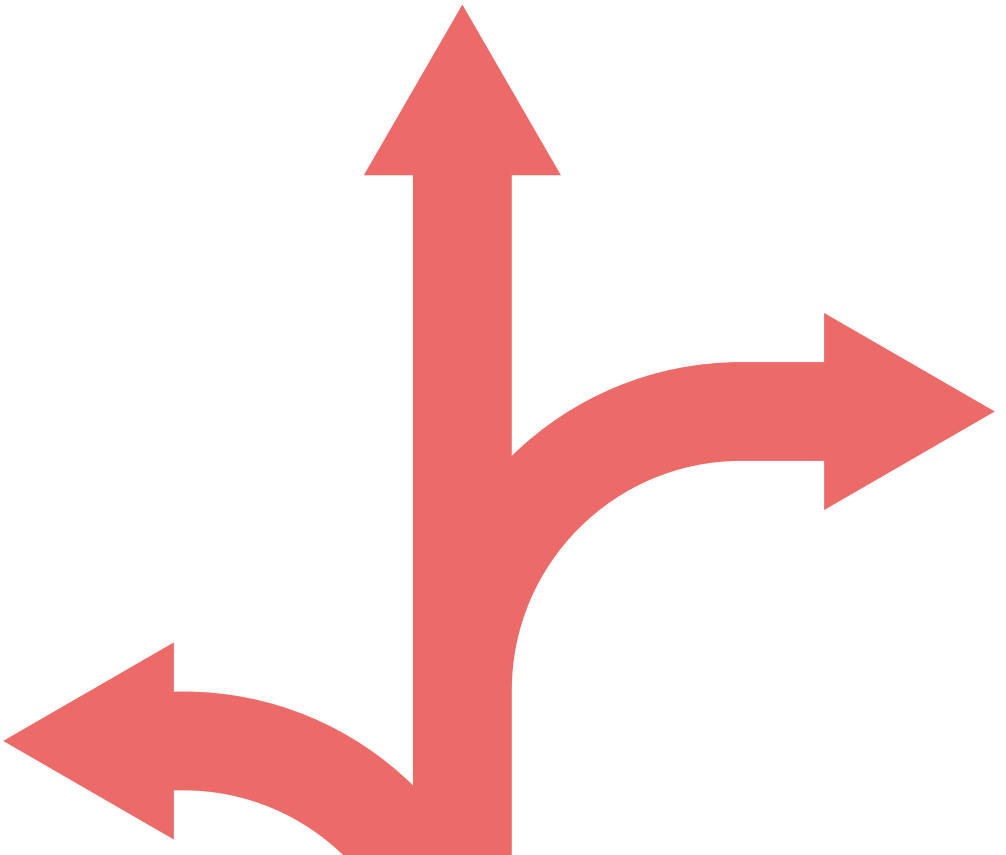


**If your GP or health  
professional refers you...  
you can choose your  
hospital or service**





## What does this mean?

Your GP or health professional might tell you that you need treatment or tests. When this happens, you can often choose which hospital or service you go to.

This could be an NHS hospital or a private hospital providing NHS services. The hospitals you can choose from are free for NHS patients.

You may also be able to choose the doctor who looks after you.

You might not mind where you go. However, it is important to know you do have the right to choose.

## You might choose a hospital or service because:

- It's close to where you live
- It's near your family or friends
- It has parking nearby
- It has a shorter waiting time (visit [www.myplannedcare.nhs.uk/](http://www.myplannedcare.nhs.uk/) for waiting times)
- You want to see a named doctor or consultant

## When choice might not be possible:

- It is an emergency
- Someone is in the armed forces
- Someone is in prison
- Someone is being treated under mental health laws (for example, the Mental Health Act 1983)



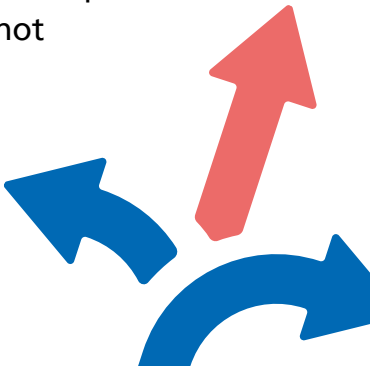
## Things you might think about:

- How long the waiting time is
- How good the service is
- Where the hospital is, how you and your visitors might get there
- Parking or travel options
- Advice from your health professional
- What other patients say

## You can get help and information in these ways:

- Ask your GP, health professional or referral team to talk through the options with you
- Visit [www.myplannedcare.nhs.uk/](http://www.myplannedcare.nhs.uk/) for information about waiting times to compare hospitals and services

## What if I am not offered a choice?

- Talk to your GP, health professional or referral team first
  - You can also search “The NHS Choice Framework” on [www.gov.uk](http://www.gov.uk). This explains your rights to choice in healthcare, where to find information to help choose, and how to complain if choice is not offered.
- 



## Steps to help you choose

### During your appointment

- If you need to see a consultant or have tests, talk with your GP, health professional or referral team about your options.
- Talk to them about what is important to you.
- They might provide a shortlist of places you can choose from.
- If you are not sure, tell them if you need more time. You do not need to decide straight away.

### After your appointment

- Talk with family or friends if you want
- Compare services on [www.myplannedcare.nhs.uk/](http://www.myplannedcare.nhs.uk/)
- Use the NHS App to manage your healthcare. For more information about the NHS App visit [www.nhs.uk/nhs-app/](http://www.nhs.uk/nhs-app/)

### More information

- Visit [www.nhs.uk/patientchoice](http://www.nhs.uk/patientchoice).
- You can also call **0300 311 22 33** or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net).

