

healthwatch

Portsmouth

Know your health care rights!

The services provided by the NHS are mostly free of charge. This includes local

services such as your GP, Hospital, Clinic and health improvement services provided by your local authority. There are some exceptions, meaning some people may have to pay prescription charges and for dental visits.

Visitors from

abroad may also face these charges as well.

Information regarding NHS service charges can be found on their website:

www.nhs.co.uk

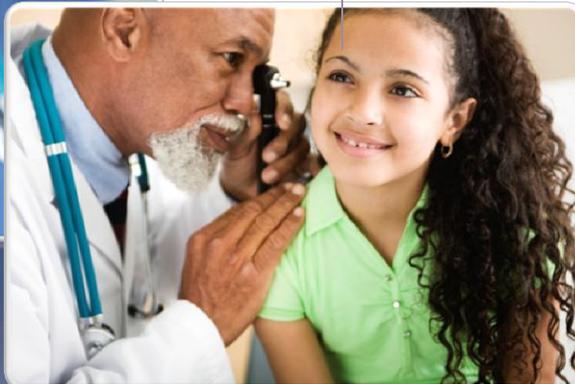
“You have the right to receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.”



It is your right to choose which GP surgery to register with!

You have the right to choose your GP practice, and to be accepted by that practice unless there are reasonable grounds to refuse, in which case you will be informed of those reasons.”

The GP you choose must accept you unless there is good reason for not doing so. Such as, living outside the agreed boundaries set with the local commissioner (NHS England) or the surgery has no spaces available. If you are turned away, the GP surgery must give you reason for doing so. The NHS will assist in finding you another one.



It's your right to choose what organisation provides your NHS care!

“You have the right to make choices about the services commissioned by NHS bodies and information to support these choices. The options available to you will develop over time and depend on your individual needs.”

It's your right to choose the organisation that provides your NHS care when you are referred for your first outpatient appointment with a service led by a consultant.

There are certain exceptions including:

- Persons excluded
- persons detained under the Mental Health Act 1983
- serving members of the Armed Forces
- prisoners (including those on temporary release)

Local authorities arranging public health services are not required to offer a choice of service

But can be expected to do so now as a matter of good practice whenever it is appropriate. Your right to choose will develop as choice is extended into other areas. You have a right to information where there is a legal right to choice. You can find information about service providers such as hospitals, on the NHS website. Clinical Commissioning Groups (CCG) are expected to promote this information and make it more accessible to patients.

“You have the right to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent.

If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.”If you haven’t given your consent, no one can carry out any form of physical examination or give you treatment. It is therefore your right to accept or refuse any treatment offered to you. If you have given another person legal authority to make treatment decisions for you, then they can accept or refuse treatment on your behalf. This is called having a lasting power of attorney. if you lack capacity to consent for yourself and there is also no one to consent on your behalf, then Doctors will have to act in your best interest in regards to carrying out treatment on you. Doctors must follow the guidance in the Mental Capacity Act when they make decisions in your best interest; they must consult with family members and other interested people where possible. For serious medical treatment decisions,if there is no family available with which to consult, they must consult an independent mental capacity advocate (an IMCA), who will support and represent you if you lack capacity to make a decision. In some difficult cases the courts will be asked to decide what is in a person’s best interests.



Services are excluded from choice where speed of access to diagnosis and treatment is particularly important, such as:

- emergency attendances/admissions
- attendances at a Rapid Access Chest Pain Clinic under the two-week maximum waiting time
- attendance at cancer services under the two-week maximum waiting time
- maternity services
- mental health services
- public health services commissioned by local authorities

For more information go to: www.nhs.uk

Join the Healthwatch Portsmouth network here:

<http://www.healthwatchportsmouth.co.uk>

