

Do I have to choose right away?

You do not need to choose straight away. You can take some time to consider the information and decide in the next few days, just tell your GP that you need more time and they will tell you what to do.

How do I book my appointment?

You can book your appointment while you are at the surgery, via the NHS e-Referral service or over the phone.

Use the shortlist of hospitals or services provided in your 'Appointment Request' letter. You'll be given a password and reference number that allows you to book your appointment online or over the phone. The shortlist is selected by your GP so ensure that you tell your GP during the appointment about your preferences.

Do I have to pay?

All the hospitals or services you are able to choose from provide treatment to NHS patients free of charge, including private hospitals.

Is the choice available to everybody?

All the hospitals or services you are able to choose from provide treatment to NHS patients free of charge, including private hospitals.



More information?

There are a number of places where you can access information about hospitals and services:

- You can ask your GP about what might be the best choice for you, once you tell them what matters to you most.

This website includes information about the quality of care, waiting times, parking and travel. Simply search using the 'Services Near You' option available at the top of page. You can also search according to the operations and treatments that the hospitals or services offer.

- You can compare information about hospitals, services and consultants at www.nhs.uk

To find out more about choosing your hospital or service visit www.nhs.uk/patientchoice or ask your GP.



**IF YOUR GP REFERS YOU...
YOU CAN CHOOSE**



#youcanchoose

What can I choose?

If your GP needs to refer you for a physical or mental health condition, in most cases you have a legal right to choose which hospital or service you go to, which includes many private and NHS hospitals that provide services to the NHS.

You may also choose your clinical team led by a consultant or named healthcare professional.

GP surgeries tend to refer to local hospitals and services however if you want to be referred somewhere else in the country or if you want your doctor to see if there is another hospital that can see you more quickly, ask your GP. If your GP thinks there is a clinical reason why you shouldn't go somewhere else, they will tell you.

You can choose a hospital or service based on whatever matters most to you – this could include waiting times, quality of service, your previous experience, the opinions of other patients, the location or your GP's recommendation.

This leaflet talks about some of the frequently asked questions that people have about choosing where to be referred to.

If you want to find out more you can visit www.nhs.uk/patientchoice

During your appointment

Discuss your options with your GP and decide whether or not you want to have treatment. Information about shared decision making can be found via sdm.rightcare.nhs.uk

Discuss your preferences with your GP e.g. would you like to see a particular consultant's team or would you like to have treatment later?

If you know where you want to go or if you need more time to consider the information, tell your GP and they will guide you through the process.

If using the NHS e-Referral System, your GP will create a shortlist for you to choose from.



After your appointment

Consider your options and discuss with friends and family, or ask for advice from your surgery.

Find and compare services and consultants via www.nhs.uk/patientchoice using the 'services near you' tool.

Once you have decided, you can book your appointment while you're at your surgery, or by following the instructions on your Appointment Request letter to book online or over the phone.

What can I do if I am not offered a choice of hospital?

If you feel you are not offered choice, talk to your GP. If you have any further questions search 'The NHS Choice Framework' at www.gov.uk this outlines what to do if you are not offered choice.

