

**NHS City and Hackney Clinical Commissioning Group**

# Patient Services Access and Choice Policy

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## 1. Introduction

- i. The City & Hackney Clinical Commissioning Group (CCG) Constitution (Section 5.4) states that the CCG will develop and implement necessary systems and processes to comply with all relevant legislation, and regulations and directions issues by the Secretary of State for Health or NHS England; and that these systems will be documented in policies and procedures.
- ii. Choice is fundamental to the delivery of a truly patient-centred NHS as it empowers people to get the health and social care services they want and need. Giving the public and patients good information helps them to make effective choices that are right for them and their families.
- iii. It is firmly written into the NHS Constitution that ‘patients will be at the heart of everything the NHS does’ and therefore have the right to make informed choices about their healthcare. This means that, by law, patients should be offered the opportunity to compare and make choices to suit their needs.
- iv. The CCG recognises that providing people with greater choice is a priority of the modern NHS. Research in the UK and overseas has shown that treatments are more effective if patients choose, understand and control their care. The CCGs will regularly review the health provision in the market place to ensure choice of provider and locations of care are available on a regular basis
- v. The CCG aspires to ensure that patients are aware of the choices available to them regarding and to facilitate these choices in accordance with the legislation and guidelines set out by the NHS Patient Choice Framework. To this end, this policy sets out the mechanisms that the CCG will adopt to fulfil these obligations.

## 2. Background

- i. Patient choice began when the NHS was founded in 1948, providing ability for patients to choose their GP, optician and dentist. Since then there have been numerous developments in support of patient choice and in 2009 the NHS Constitution was published which set out the rights of patients and the pledges that the NHS makes, which includes patient choice as a right and includes the right to information to support the choice.
- ii. In July 2010 The Government’s White Paper, ‘Equity and excellence: liberating the NHS’ set out proposals relating to increasing choice and control

over care and treatment, choice of treatment and healthcare provider becoming the reality in the vast majority of NHS-funded services by no later than 2013-14.

- iii. Liberating the NHS: Greater Choice and Control (October 2010) sought views on proposals for extending choice in the NHS. In July 2011, the NHS published operational guidance to the NHS: Extending Patient Choice of Provider, which provided guidance to providers and commissioners on implementation of the Government commitment to extend patient choice of provider.
- iv. In 2012, the legal framework within the NHS changed with the Health and Social Care Act 2012 making clear the duties on NHS England and clinical commissioning groups to promote the involvement of patients and carers in decisions about their care and treatment, and to enable patient choice. The Act sets out specific provision in relation to procurement, patient choice and competition, which is, detailed in the National Health Service (procurement, Patient Choice and Competition) (No.2) Regulations 2013. The new regulations are designed to ensure that NHS England and clinical commissioning groups procure high quality and efficient healthcare services that meet the needs of patients and protect patient choice.
- v. In March 2015, the Department of Health published the choice Framework 2015/16, which set out the choices that people have in the NHS. This document reflects that framework and sets out the current elements of patient choice, how the CCG meets its obligations and goes beyond to support patients in choosing their care.

### **3. Status, Purpose and Scope**

- i. Status – This policy is a corporate policy
- ii. Purpose and Scope – This document sets out the current position of the CCG in support of patient choice and the strategic direction it will head in. As the background section illustrated, patient choice is a subject that sits within a broad legislative and regulatory framework. The scope of this document includes all patients registered with CCG GP practices and their rights to choice in relation to the following service areas:
  - a. Choice of GP practice and particular GP
  - b. Choosing where to go for your first outpatient appointment

- c. Patients waiting longer than maximum waiting times
  - d. Choosing who carries out a specialist test
  - e. Maternity services
  - f. Mental Health services
  - g. Community services
  - h. Health research
  - i. Personal health budget
  - j. Treatment in another European economic area
  - k. End of life care
  - l. Planning long-term care
- iii. There are a number of exclusions that relate to choice and these are outlined within the respective sections. The following sections provide more detail in relation to each of the areas identified above.

#### **4. Choice of GP Practice and Particular GP**

- i. Current Arrangements
  - a. The CCG is committed to a patient's right to choose which GP practice to register at and which doctor or nurse to see there. GP practices must try to make sure this happens.
  - b. This is a legal right, but there are occasions when a practice might have reasonable grounds for not doing so. This might be where a patient lives outside the boundaries that NHS England has agreed or because the GP practice has approval to close their list to new patients. In rare circumstances, the GP practice may not accept a patient if there has been a breakdown in the doctor-patient relationship or because the patient has behaved inappropriately at a practice. The practice has a duty to inform patients of the reason why they are refused.
- ii. Who is responsible for offering this choice?
  - a. First, the patient should contact the GP practice where they want to register. If there is any difficulty registering with a GP practice, the next point of contact is NHS England or local Healthwatch who can provide

advice and support. Healthwatch is an independent consumer champion for health and social care in England.

- b. Information is available on 'NHS Choices' and a search for GP practices can be filtered by postcode and by those currently accepting new patients. This is a national website for patients. If the patient cannot register with their preferred GP practice, NHS England will help find another.

## **5. Choosing where to go for first outpatient appointment for physical and mental health conditions**

### **i. Current Arrangements**

- a. If a patient needs to see a consultant or specialist as an outpatient, the patient can choose to go to any hospital or clinic in England that offers NHS services for the first appointment. This is a legal right, but the patient can only choose a hospital or clinic that offers the right treatment and care for their condition. A patient can also choose which clinical team will be in charge of their treatment within their chosen organisation. There might be circumstances where the choice is not available and this includes when urgent or emergency treatment is necessary or if the patient is:

- i. A prisoner
- ii. A serving member of the Armed Forces
- iii. Detained under the Mental Health Act 1983
- iv. Using mental health services
- v. Using maternity services

- b. Where the patient is being seen for an outpatient appointment and it is determined they need treatment for a different condition that the clinic does not assess for, the patient has the right to choose where to have the initial outpatient appointment for that condition. This could be most convenient to be treated at the same location, but it is the patients right to choose another location.

### **ii. Who is responsible for offering this choice?**

- a. The patient should speak to the GP, dentist or optometrist who is referring them.

## 6. Patients waiting longer than maximum waiting times

### i. Current Arrangements

- a. Where a patient is referred to a consultant, they will be given an appointment to see the consultant or a doctor who works with that consultant in his or her team. The patient can ask to be referred to a different hospital if they:
  - i. Have to wait more than 18 weeks before starting treatment, if the treatment is not urgent;
  - ii. Have to wait more than two weeks before seeing a specialist, if the patient's GP thinks it is possible they have cancer.
- b. This is a patient's legal right but this right is forfeit if:
  - i. They choose to wait longer for treatment to start
  - ii. They choose to wait longer for an appointment with a specialist after being urgently referred with suspected cancer;
  - iii. Delaying the start of treatment is in the patient's best interests. For example, if they need to lose weight or stop smoking before starting treatment;
  - iv. There are medical reasons which mean it is better to wait;
  - v. They fail to attend appointments that they chose from a set of reasonable options (three options within the timescale of normal waiting times.);
  - vi. They are on the national transplant list;
  - vii. They are using maternity services;
  - viii. They are using services not led by a consultant or a member of their team
  - ix. They refuse treatment;
  - x. A doctor has decided that it is appropriate to monitor the patient for a time without treatment;
  - xi. They cannot start treatment for reasons not related to the hospital (for example, they are a reservist posted abroad while waiting to start treatment);
  - xii. The treatment is no longer necessary.

- c. How will I know I have been waiting 18 weeks or two weeks? The patient should ask their GP or the hospital to confirm this as there are specific rules laid down on how the time is calculated.
- d. Who is responsible for offering this choice? The organisation responsible for arranging your treatment will be the CCG or NHS England (specialist services). GP's will take all reasonable steps to offer patients a choice of other hospitals, which can see or treat them more quickly.

## **7. Choosing who carries out a specialist test**

- i. Current Arrangements
  - a. If the GP decides the patient needs a specialist test, the patient can choose to have this done by anyone providing that NHS service in England. This is a legal right if:
    - i. The test has been ordered by the GP; and
    - ii. It will be the patient's first appointment as an outpatient with a consultant or a doctor in the consultant's team.
  - b. It is not a right if:
    - i. The test is not part of a first appointment as an outpatient with a consultant or a doctor in the consultant's team;
    - ii. They are already at the first appointment as an outpatient, and the doctor decides they need a test. There may be a choice about who carries out that test, but there is no legal right to choose once they are being seen as an outpatient.
  - c. The choice is only available from organisation, which carries out the test needed in a proper and safe way. There is no choice of who carries out the test if a test is needed urgently or the patient is admitted to hospital.
  - d. Support in making the choice is available from the GP or the doctor who has asked for the test. More information about the hospitals and clinics to choose from is on the 'NHS Choices' website

## 8. Maternity Services

- i. Current Arrangements
  - a. A range of choices over maternity services is available, although these depend on what is best for the mother and baby, and what is available locally. On first finding they are pregnant they can (subject to availability):
    - i. Go to their GP and ask to be referred to a midwifery service of their choice;
    - ii. Go directly to a midwifery service of their choice, without asking the GP to refer first
  - b. Whilst pregnant the patient can choose to receive 'antenatal' care from (subject to availability):
    - i. A midwife;
    - ii. A team of maternity health professionals, including midwives and obstetricians (This will be safer for some women and their babies).
  - c. When they give birth the patient can choose where to give birth (depending on the suitability/health of the woman):
    - i. At home, with the support of a midwife;
    - ii. In a local midwifery facility (for example, a local midwifery unit or birth centre), with the support of a midwife;
    - iii. In any available hospital in England, with the support of a maternity team. This type of care will be the safest option for some women and their babies. If this is the case they should still have a choice of hospital.
  - d. After going home, the patient can choose where to receive postnatal care (subject to availability):
    - i. At home;
    - ii. In a community setting
  - e. Depending where the mother lives, they may have other choices about maternity care and should contact their midwife or the CCG for information.
  - f. Is this a legal right?

- i. No. It depends what is best for mother and baby, and what is available locally. Every pregnancy is different.
- g. When is choice not available?
  - i. The mother can choose where to give birth, but this may mean some kinds of pain relief are not available during the birth as they are only available in hospitals. If urgent or emergency treatment is needed, there is no choice of who to see and it may not be possible to choose where to give birth.
- h. Who is responsible for offering this choice?
  - i. The midwife should discuss the choices available locally with the patient.
- i. Where is information and support available?
  - i. The midwife will be able to give information, advice and support to help mothers decide. A number of charitable and voluntary organisations can also help. These include:
    1. **The National Childcare Trust**, the UK's largest charity for parents. Visit [www.nct.org.uk](http://www.nct.org.uk) or call their Helpline: 0300 330 0700;
    2. **Birth Choice UK**, helping women choose maternity care. Visit [www.birthchoiceuk.com](http://www.birthchoiceuk.com) - now Which? Birth Choice
    3. **AIMS – Association for Improvements in the Maternity Services**. Visit [www.aims.org.uk](http://www.aims.org.uk), or email [helpline@aims.org.uk](mailto:helpline@aims.org.uk) or call the Helpline: 0300 365 0663 for advice from volunteers;
    4. **Start4Life** at: [www.nhs.uk/InformationServiceForParents](http://www.nhs.uk/InformationServiceForParents) for information and advice
    5. **Shoreditch Trust – Bump Buddies**: <http://www.shoreditchtrust.org.uk/health-and-wellbeing/bump-buddies/> - local information and advice/mentoring schemes
    6. **Interlink – Orthodox Jewish Services** <http://www.interlink-foundation.org.uk/>
    7. **Bikur Cholim – Orthodox Jewish Services** - <http://www.bikurcholim.co.uk/index.php/services>
    8. **COMET** at: [http://www.cometnurseryandcc.co.uk/website/childrens\\_centre/79160](http://www.cometnurseryandcc.co.uk/website/childrens_centre/79160)

## 9. Community Services

- i. Current Arrangements
  - a. What choices are available?
    - i. The patient may be able to choose who they see for services provided in the community.
  - b. Different choices are available in different areas. In future, the number of services and locations available is expected to increase.
  - c. Is this a legal right?
    - i. No. This is not necessarily a legal right, however choice of community services is dependent on the area that a patient lives in and the choice and offer of services available in that particular area. It is dependent on the individual services offered in the particular area, which are commissioned in that area.
  - d. When is choice not available?
    - i. The choice of services will depend on what the CCG, GP practices and patients think are priorities for the community.
  - e. Who is responsible for offering this choice?
    - i. The GP or the health professional that refers to the service is usually responsible for offering this choice. This is if the service is commissioned by the CCG. However, if the service is commissioned by Public Health and/or the Local Authority (e.g. health visiting) this responsibility is held with them. This policy strictly applies to choice of community **NHS services** and not those commissioned by PHE and/or the Local Authority.

## 10. Health Research

- i. Current Arrangements
  - a. What choices are available?
    - i. A patient can take part in approved health research (for examples, clinical trials of medicines) relating to their circumstances or care. The patient is free to choose whether they take part in any research and do not have to take part if they do not want to.

- b. When is the choice not available? The patient cannot take part in research if:
  - i. There is currently no research relating to their circumstances or care; or
  - ii. They do not meet the requirements for a particular study.
- c. Who is responsible for offering this choice?
  - i. The health professional who provides the care, for example, the hospital doctor, GP or nurse.
- d. Where is information and support available?
  - i. Healthtalkonline explains what clinical trials are and why we need them. Visit [www.healthtalkonline.org](http://www.healthtalkonline.org) and search for 'clinical trials';
  - ii. National Institute for Health Research explains how patients can help with research. Visit <http://www.nihr.ac.uk/awareness/Pages/default.aspx> and click on 'Patients and public';
  - iii. For information on what research is currently under way: Visit the UK Clinical Trials Gateway: [www.ukctg.nihr.ac.uk](http://www.ukctg.nihr.ac.uk)
  - iv. NHS Choices explains why the NHS carries out research and the different types of research there are. Visit [www.nhs.uk](http://www.nhs.uk) for 'Getting involved in research'.

## 11. Personal Health Budget

- i. Current Arrangements
  - a. What choices are available?
    - i. For some NHS services, there is the right to have and in other areas the right to request and choose to have a personal health budget and a direct payment if eligible. A personal health budget is an amount of money and a plan to use it. The plan is agreed between a patient and their healthcare professional and clinical commissioning group. It sets out the patient's health needs, the amount of money available to meet those needs and how this money will be spent.

- ii. With a personal health budget, the patient (or representative) can:
  - 1. Agree with a health professional what health and wellbeing outcomes to achieve;
  - 2. Know how much money is available for this health care and support;
  - 3. Create their own care plan with the help of their health professional or others;
  - 4. Choose how to manage their personal health budget;
  - 5. Spend the money in ways and at times that makes sense to the patient, in line with their care plan
- iii. There is a choice to manage the personal health budget in three ways, or a combination of these:
  - 1. “A ‘notional budget’: here, the money is held by the CCG or other NHS organisation who arrange the agreed care and support on the patient’s behalf.”
  - 2. A ‘third party budget’: Here, the money is paid to an organisation which holds the money on the patient’s behalf (such as an Independent User Trust) and organises the care and support agreed;
  - 3. Direct payment for health care: the money is paid to the patient or their representative who can buy and manage the care and services as agreed in the care plan
- iv. In each case, there will be regular reviews to ensure that the personal health budget is meeting the patient’s needs. Direct healthcare payments will be subject to regular reviews of how the money is being spent.
- v. Is this a legal right?
  - 1. There is a legal ‘right to ask’ for a personal health budget, which has been available since April 2014, which was extended to a legal ‘right to have’ a personal health budget (with some exceptions) since October 2014 for people receiving NHS Continuing Healthcare (including children). NHS Continuing Healthcare is a package of

care arranged and funded solely by the NHS and provided free to the patient. This care can be provided in any setting – including an individual’s own home. An assessment is carried out by the CCG using a multi-disciplinary team of health and social care professionals. There is now a ‘right to have’ from October 2014 for CHC and CCC patients, there is a ‘right to request’ as part of the SEND reforms as part of the Education Health and Care plan. (The EHCP is a joint education, health and social care plan that details the needs of a child or young person between 0-25 years who have a learning or health need that is impacting their ability to learn and achieve at school, and the provision that will be put into place to support them).

- vi. More information about NHS Continuing Healthcare is available via NHS Choices: [www.nhs.uk](http://www.nhs.uk)
- vii. When is this choice not available?
  - 1. Personal health budgets are not available for all NHS services (for example, acute or emergency care or visiting the GP). A few groups of people may not be eligible for a personal health budget or a direct healthcare payment (for example, people who have been ordered by the Court to have drug rehabilitation treatment).
- viii. Who is responsible for offering the choice?
  - 1. The CCG
- ix. Where is information and support available? Patients should:
  - 1. Talk to their GP or health professional; or
  - 2. Contact the CCG ([www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk))
- x. Further information about personal health budgets is available from:
  - 1. NHS Choices: [www.nhs.uk](http://www.nhs.uk)
  - 2. NHS England’s website has a section dedicated to personal health budgets. This has information about national policy, the implementation toolkit, stories and

other resources.

[www.personalhealthbudgets.england.nhs.uk](http://www.personalhealthbudgets.england.nhs.uk) ;

3. The Peer Network, a user-led organisation for personal health budgets, has its own website:

[www.peoplehub.org.uk](http://www.peoplehub.org.uk)

4. City and Hackney CCG website

[www.cityandhackneyccg.nhs.uk](http://www.cityandhackneyccg.nhs.uk)

## 12. Treatment in another European Economic Area

### i. Current Arrangements

#### a. What choices are available?

- i. The right to choose to receive treatment, normally available on the NHS, in other countries within the European Economic Area (EEA) and is subject to certain conditions. This is a legal right set out in the NHS Constitution and in EU law.
- ii. Under a new EU directive on patients' rights in cross-border healthcare, there is the right to access any healthcare service in another Member State that is the same as or equivalent to a service that would have been provided in the circumstances of each case. This means that the treatment must be one that is available through the NHS. There is then a right to claim reimbursement up to the amount the treatment would have cost under the HS – or the actual amount if this is lower. This means that the patient will normally have to pay for the full cost of the treatment upfront (through other arrangements may be available via the CCG or NHS England). The directive covers treatment provided in state-run hospitals and services provided by private clinics and clinicians.

#### b. When is choice not available? The directive does not cover:

- i. Long-term (i.e. social) care;
- ii. Access to and allocation of organs (for transplantation); or
- iii. Public vaccination programmes against infectious diseases.

#### c. In some cases, prior authorisation may be required before treatment is accessed in another EEA country. This will enable the patient to

confirm that they are entitled to the treatment requested, as well as the level of reimbursement that will apply.

- d. The process of prior authorisation will also ensure that the patient is aware of all of the possible treatment options within the NHS, which may be more convenient than going abroad. If the patient is unable to access treatment on the NHS without undue delay, authorisation must be granted.

## **13. End of Life Care**

### **i. Current Arrangements**

- a. Patients have the right to be involved in discussions and decisions about their health and care, including end of life care, and to be given information to enable them with support from family or carer where appropriate to make decisions about the end of life care they want to receive, including preferred place of care.
- b. What does this right mean for patients? The Health and Social Care Act 2012 addresses the Government's commitment to 'no decision about me without me'. The CCG has a duty to promote the involvement of patients, carers and representatives in decisions, which relate to the prevention and diagnosis of illness in the patients, or their care or treatment. Clinicians will discuss your preferences and circumstances with patients and these will be reflected in the decision that is made. Patients will be listened to and treated as an individual.
- c. Where a range of potentially suitable treatments or forms of healthcare are available, a competent person has the right to receive the information they need in order to decide their preference. NHS staff will involve patients in discussions to decide on the right choice for the patient, the discussions can include family and carers.
- d. Not everyone will wish to take up this right. Some people will not be able to do so for themselves, for example if they are not conscious or if they have lost mental capacity. The Mental Capacity Act and its Code of Practice set out how others can make healthcare decisions under such circumstances.
- e. In relation to both GP and secondary care (e.g. hospital treatment), doctors registered with the General Medical Council have a duty to work in partnership with patients. This must include listening to patients

and responding to their concerns and preferences, and giving patients the information they want or need in a way they can understand.

## 14. Planning your long-term care

- i. Current Arrangements:
  - a. “The NHS commits to involve you in discussions about planning your care and to offer you a written record of what is agreed if you want one” (Section 3a of the NHS Constitution)
  - b. NHS Continuing Healthcare is a package of care arranged and funded solely by the NHS and provided free to the patient. This care can be provided in any setting – including an individual’s own home. An assessment is carried out by the CCG using a multi-disciplinary team of health and social care professionals. There is now a ‘right to have’ from October 2014 for CHC and CCC patients, there is a ‘right to request’ as part of the SEND reforms as part of the Education Health and Care plan.
- ii. The Government is committed to a patient-led NHS, strengthening patient’s choice and management of their own care. The CCG wants to support shared decision-making and focus on improving patient outcomes. Involving patients (and carers and family, where appropriate) in discussion about planning care is key to helping patients understand what choices are available, and what support might be needed to manage their condition and stay healthy.
- iii. What does this right mean for patients? For people with long-term conditions, the aim is to identify how their condition is affecting the things that are important to them. A care planning discussion can help to identify a range of personal goals, and how the health system can support in achieving them. It can also include wishes around end of life care if this is relevant or appropriate. The discussion can also identify the range of support available, the extent to which the patient is able to self-care, what support groups are available and the most convenient way for patients to access further information.
- iv. In this way, patients will have more control over the care and support received, and this should help reduce unplanned emergencies or unscheduled admissions to hospital. The care planning discussion is generally led by the main health or care professional, so that could be in primary or secondary care (e.g. with a GP or a hospital doctor). It may also be

offered by a community pharmacist e.g. after a medicines use review or a healthy lifestyle discussion. For people with long-term conditions, it is likely to be led by the GP and then added to by other health/care professionals as appropriate.

- v. The NHS has developed a range of patient decision aids to support patients and health professionals in discussions about care planning. Patient decision aids are specially designed information resources that help people make decisions about difficult healthcare options and why one option is better than another.
- vi. The outcome of the discussion about the care decisions will usually be recorded.
- vii. The record could be called a care plan, a health plan, a support plan, a self-management plan or an information prescription. For some people their 'plan' will be very detailed, for others it might be something simpler.
- viii. It is good practice to offer the patient a written record of what is agreed. The care planning approach is well established in mental health services and in aspects of social care. The aim is to make this type of practice more generally available.
- ix. The patient may not want a written document, but just have the agreement recorded in their patient notes.
- x. The Department of Health's End of Life Care Strategy (2008) outlined a number of measures to be put in place to ensure that patients' needs are met. At a local level, we are supporting the rollout of the electronic palliative care co-ordination systems. These enable the recording and sharing of information about people's needs, wishes and preference for end of life care, with their agreement, so that care provision is delivered in line with people's choices.

## **15. Principles & Process for Ensuring Patient Choice**

- i. The CCG recognises that providing people with greater choice is a priority of the modern NHS. Research in the UK and overseas has shown that treatments are more effective if patients choose, understand and control their care. The CCGs will regularly review the health provision in the market place to ensure choice of provider and locations of care are available for patients on a regular basis. The CCG holds co-production of services and patient pathways at its core and to this end will continue to embed patient choice in the development of services.

- ii. Where gaps in the market are identified, the organisation may choose to engage with providers to create more choice in a service if it is appropriate to do so.
- iii. The CCG recognises its obligations under the National Health Service Commissioning Board and Clinical Commissioning Groups (Responsibilities and Standing Rules) Regulations 2012 and is working with the provider market to establish assurance mechanisms that supports all patients being offered choice where they are at risk of breaching the 18-week or two week waiting time targets.
- iv. The CCGs will work with Public and Patient Involvement leads, and patient involvement forums to gain an understanding of patients' needs, priorities and perceptions to inform and influence the choice agenda.  
<http://www.nhs.uk/choiceinthenhs/Pages/choicehome.aspx>
- v. The CCGs will build on existing relationships whilst forging new ones to improve choice. It will be proactive in engaging with referrers through workshops, meetings and regular communication.
- vi. It will bring together for patients with long-term conditions their healthcare professional, information about their life, available care and treatment options and choices, and together decide on a personalised package of treatment and care.
- vii. Maternity services will have the four national choice guarantees available to all women and their partners. Women and their partners will be given the opportunity to make informed choices throughout pregnancy, birth and during the postnatal period.
- viii. Working in partnership, clinical commissioners will identify events, services and local opportunities to promote choice to the wider local population.
- ix. The CCGs will publicise and promote awareness of, information about secondary care providers and where that information can be found to enable a person to choose a clinically appropriate secondary care provider within 18 weeks from the time of their initial referral, unless it is not clinically appropriate or they choose to wait longer.
- x. It will support GPs and other health professionals in promoting patient's choice from within their services through:
  - a) Providing choice posters to GP practices to display in their practices.

- b) Distributing patient leaflets to GP Practices, Health Centres and Community Health services for display in their services.
- c) Monitoring the distribution and the displaying of choice information by spot-checking GP Practices, Health Centres and Community Health Locations.

## 16. Duties and Responsibilities

<b>Governing Body</b>	To support the Patient Choice lead who oversees the implementation of the policy.
<b>Chief Officer</b>	To lead on the implementation of Patient Choice within the CCG and hold providers to account when Choice and Accessibility standards/policy are not met.
<b>Contract Managers / Programme Board Leads</b>	Ensure that Patient Choice is embedded at all stages of the service design process and that any referral pathways and service contracts are aligned with this policy.
<b>All Staff</b>	To promote patient choice and ensure that it is embedded in all appropriate areas of CCG work.
<b>CSU Staff</b>	To provide analytical support for the data aspects of Patient Choice, including (but not limited to) RTT performance.

## 17. Implementation

- i. The policy will be available to all staff for use in relation to access and choice.
- ii. All managers are responsible for ensuring that relevant staff within the CCG have read and understood this document and are competent to carry out their duties in accordance with the procedures described.

## 18. Training Implications

- i. It has been determined that there are no specific training requirements associated with this policy/procedure.

## 20. Documentation

- i. Choice at referral, supporting information for 2008/09 published on 18 March 2008
- ii. The Primary Care Trust Choice of Secondary Care Provider Directions 2009, published 21 January 2009
- iii. NHS Choices;  
<http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Yourrightstochoice.aspx>
- iv. Government White Paper; Equity and excellence: liberating the NHS July 2010
- v. Liberating the NHS: Greater Choice and Control: October 2010
- vi. NHS: Extending Patient Choice of Provider: July 2011
- vii. Health and Social Care Act 2012
- viii. National Health Service (Procurement, Patient Choice and Competition) (No.2) Regulations 2013
- ix. Department of Health; Choice Framework for 2015/2016
- x. The National Childcare Trust; [www.nct.org.uk](http://www.nct.org.uk)
- xi. Birth Choice UK; [www.birthchoiceuk.com](http://www.birthchoiceuk.com)
- xii. Association for Improvements in the Maternity Services (AIMS);  
[www.aims.org.uk](http://www.aims.org.uk)
- xiii. Start4Life at: [www.nhs.uk/InformationServiceForParents](http://www.nhs.uk/InformationServiceForParents)
- xiv. Healthtalkonline; [www.healthtalkonline.org](http://www.healthtalkonline.org)
- xv. National Institute for Health Research:  
<http://www.nihr.ac.uk/awareness/Pages/default.aspx>
- xvi. UK Clinical Trials Gateway: [www.ukctg.nihr.ac.uk](http://www.ukctg.nihr.ac.uk)
- xvii. Personal Health Budgets: [www.personalhealthbudgets.england.nhs.uk](http://www.personalhealthbudgets.england.nhs.uk)
- xviii. The Peer Network: [www.peoplehub.org.uk](http://www.peoplehub.org.uk)
- xix. Department for Health's End of Life Care Strategy (2008)

## 21. Monitoring, Review and Archive

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### How can I make a complaint?

If you feel you have not been offered adequate choice, please refer to our complaints procedure and policy, which can be found at:

[http://www.cityandhackneyccg.nhs.uk/copy\\_of\\_have-your-say/complaints.htm](http://www.cityandhackneyccg.nhs.uk/copy_of_have-your-say/complaints.htm)