

**NHS City and Hackney Clinical Commissioning Group****Summary: Patient Services Access and Choice Policy**

City and Hackney CCG is affirming its commitment to offering Patient Choice in all services, in line with the latest advice from NHS England. As a part of this, a comprehensive Patient Services Access and Choice Policy has been commissioned so that your rights to choice of services are clear.

This has been put together from NHS England Patient Choice Guidelines, as well as the NHS Patient Constitution, and Choice Policies from other CCGs around the country. Each Workstream and Programme Board has been consulted regarding the policy, with their feedback incorporated.

If you need further information, you can access the full Patient Choice and Access Policy on the City and Hackney CCG Website.

**Patient Choice Policy**

- You have the right to choose your GP Practice. Alongside this, you can choose which GP you have an appointment with and which practice nurse.
  - The only time that you may not be able to do this is if there are reasonable grounds for not doing so. This may be because you are outside the boundary for the GP Practice or they are unable to accept new patients. Also, in rare cases, you may not be accepted if there has been a breakdown in your relationship with the GP.
  - The practice has a duty to tell you why you have not been accepted (if this is the case)
  - You have the responsibility to register with your GP practice. Your local Healthwatch group can help and advise you if you are having difficulty registering. All of the information about your local GP Practices is available on NHS Choices.
- You have the right to choose where you go for your first outpatient appointment (physical or mental health)
  - For referral from GP, you can choose which secondary care provider you are referred to for your first outpatient appointment. Information regarding different providers is available on NHS Choices. In some cases, you may be suggested to go to the local hospital, but you have the right to choose otherwise.
- You have the right to choose an alternative provider if the first provider you are referred to cannot guarantee you an appointment within the maximum waiting time
  - If you are to wait longer than the maximum waiting time for treatment (18 weeks), you have the right to choose an alternative provider.
- You have the right to choose who carries out a specialist test
  - If your GP decides to refer you for a specialist test, you can choose to have this done by anyone providing that NHS service in England.
- You have a right to choose who provides your maternity services
  - In City and Hackney, a range of choices over maternity services are available, although these depend on what is best for the mother and baby and what is available locally. On first finding out you are pregnant, you can go to your GP to be referred to the midwifery service of your choice, or self-refer directly to the midwifery service of your choosing.
  - Whilst pregnant, you can choose to receive antenatal care from (subject to

- availability) a midwife or a combined team of maternity health professionals.
  - When you are due to give birth, you can choose where this takes place (depending on the suitability and health of the woman). This can either be at home (with the support of a midwife), in a local midwifery facility or in any available hospital in England (with the support of a maternity team).
  - When you have given birth, you can choose to receive postnatal care (subject to availability) at home or in a community setting.
- You have a right to choose which community services you are referred to
  - However, this is entirely dependent on what is available in your area, so City and Hackney patients are only able to access the community services that are commissioned here. The number of services and locations available in the community is expected to increase.
- You have a right to participate in Health research
  - If you so wish, you can choose to take part in approved health research relating to your circumstances or care. You are free to choose whether to take part in any research and do not have to take part if you do not want to. You will not be able to do this if you do not meet the requirements for the particular study or if there is currently no research being undertaken relating to your circumstances or care.
- You have a right to funded NHS treatment in another European Economic Area country
  - You have a right to choose to receive treatment that is available on the NHS in other countries within the European Economic Area subject to certain conditions. This is a legal right.
  - This does not cover Long-term (social) care, access to and allocation of organs (for transplantation) or public vaccination programmes against infectious diseases.
  - In some cases, prior authorisation may be required before treatment is accessed.
- You have a right to choose your providers regarding End of Life Care
  - You have a right to be involved in discussions and decisions about your health and care, including end of life care, and to be given information to enable you (with support from family or carers) to make decisions about the end of life care you want to receive. This includes your preferred place of care. This is in line with the Health and Social Care Act 2012's promise of 'no decision about me, without me'.
  - If you do not wish to take up this right, or are unable to (due to loss of consciousness or mental capacity), the Mental Capacity Act and Code of Practice will be utilised to instruct others to make these healthcare decisions on your behalf.
- You have a right to plan your long-term care
  - You have a right to plan your long-term care. As covered in the NHS Constitution, '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'.
  - 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 will be carried out by the CCG using a multi-disciplinary team of health and social care professionals.
- You have a right to access your healthcare information.