

# A Guide to Your Choices in the NHS

Choose when, where and how you are treated



# Your Health, Your Choice

In England, the NHS works in partnership with independent healthcare providers to offer quality, local care and reduce waiting lists.

This makes the NHS **faster**, **simpler** and **fairer** for everyone that uses it. As an NHS patient in England, you have a legal right to choose where you go for most non-urgent treatment that requires referral.

The NHS call this,

## Patient Choice



**This means that** just like you have the right to choose which supermarket you buy your groceries, you also have the right to choose where you receive your healthcare.

**Treatment is free of charge for patients, and doesn't cost the NHS any more than if they were delivering the service in an NHS hospital.**

“

75% of the public agree that they should have a right to choose their provider.

”

“

Nearly half of adults are unaware that they have a legal right to choose.

”

# My Choice

You will be offered a minimum of 5 treatment options, these will include both NHS and independent providers and will be tailored to your individual needs and preferences, where possible.

A recent report\* found that patients want to be given a choice and, when offered it, can cut on average over 3 months off their wait for NHS care by exercising their right to choose a different provider.

## How Do I Make My Choice?

It might feel a little overwhelming to choose where you have your NHS treatment. Our helpful guide suggests some deciding factors you might want to consider when making your care choices.

It's important to know that all independent healthcare providers are inspected and monitored by the Care Quality Commission, so you can rest assured knowing they have the same standards you would expect in an NHS Hospital.

These reports are publicly available for you to view at [NHS.uk](https://www.nhs.uk) and [phin.org.uk](https://www.phin.org.uk).



\*'Time to Choose' report with the Patients Association.

# To make your decision you could consider;



## Waiting lists

Want to be seen sooner? With patient choice you are able to pick a hospital with shorter waiting times and can see you sooner.



## Convenience

You might want to choose a hospital near where you live or work, or a hospital that offers a transport service if it makes it easier to attend appointments.



## Near friends and family

You can choose a hospital close to family and friends, so you have peace of mind that they can support you during your treatment and recovery.



## Recommendations

You could consider a hospital that has been recommended by a friend, or by quality ratings, reviews, or personal experience.

# Visit your GP or Optician

They will diagnose your condition and refer you onto a specialist eye hospital for your treatment.

## 1 You've been referred

By your optician or GP to a specialist eye hospital for your treatment.

## 2 Referral Management Centre

Your referral will be shared with your local Referral Management Centre, responsible for managing all NHS referrals.



## 3 Your Options

You can start to consider where you would like to attend for your treatment. Consider:

- ▶ Waiting Time
- ▶ Convenience
- ▶ Recommendations



## 4 Your Patient Choice

As an NHS patient, it is your right to have a choice of provider for your treatment. When the Referral Management Centre calls, you can opt for NHS treatment with CHEC even if this isn't given to you as an option.



## 6 Treatment

You will have your NHS treatment with CHEC, free of charge to you.



## 5 Schedule an Appointment

You will be contacted by CHEC to make an appointment, usually within two weeks of your referral.





## Michelle's Story

“ I had worn glasses since the age of 12, and faced the challenges of impaired vision for over 50 years. As my eyesight began to deteriorate further, the effects of vision loss became increasingly difficult, affecting my confidence and happiness.

Following an appointment with my optician, I was diagnosed with cataracts. I was given a list of hospitals that offer the required treatment. After consideration, I chose CHEC Blackpool because of the short waiting lists and convenient location. Within a few weeks I had my first cataract surgery, which was a positive experience, promptly followed by my second cataract surgery.

My eyesight was terrible before my treatment, I always wore my glasses to do things like paddle boarding and swimming, so I've never been able to fully relax and enjoy them due to fear of losing my glasses or bumping into others. Following my treatment I no longer need to wear my glasses, and my new clear vision has made a huge improvement on my life. I feel like I'm walking taller, and enjoying my hobbies much more than before. There's no need to worry about losing glasses or bumping into anyone anymore

I can't speak highly enough of the staff at CHEC, I would wholeheartedly recommend them to anybody. ”



# More About CHEC

We pride ourselves in making your patient journey as comfortable as possible. From offering a free transport service to a short waiting time, we help you get you back to what you love to do as soon as possible.



**Free Home to Hospital™ Transport**



**99% patient satisfaction**



**Referral to treatment in less than 4 weeks**



**120+ treatment centres**



**24 hour aftercare phone line**



**Premium lens option**



# Local, Flexible Healthcare.

A referral to CHEC is just around the corner.

Locate your local CHEC hospital

- |                  |                   |
|------------------|-------------------|
| 1 Accrington     | 15 Nottingham     |
| 2 Basingstoke    | 16 Preston        |
| 3 Blackpool      | 17 REAL Battersea |
| 4 Chesterfield   | 18 Sheffield      |
| 5 Coventry       | 19 Slough         |
| 6 Dorset         | 20 Stevenage      |
| 7 Ilford         | 21 Stoke          |
| 8 Kings Norton   | 22 Stockport      |
| 9 Leeds          | 23 Swindon        |
| 10 Leicester     | 24 Trafford Park  |
| 11 Milton Keynes | 25 West Bromwich  |
| 12 Newcastle     | 26 Warrington     |
| 13 New Cross     | 27 Watford        |
| 14 Northampton   | 28 Worcester      |



Find out more  
about Patient  
Choice

