

What are YOUR rights?

“ In life sometimes things don't always go to plan... exams, dates and even the NHS. If something isn't right you can get it sorted for you and for other young people. because that's what matters! ”



What does it mean for YOU?

Giving feedback

The NHS needs to know what you think of its services. You can give feedback to let them know what you think

There should be lots of ways for you to do this, suggestion boxes, emails or maybe even social media

If you go to hospital you might be asked if you want to answer questions about your experience and this information will let the NHS know how its doing and what it needs to improve

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Good or bad, they want to know!

Making a complaint

If giving feedback isn't enough you can make a complaint, even if you're under 16

There is a complaints process and the NHS promises:

- ✓ Your complaint will be taken seriously, you will be told what is happening
- ✓ If the NHS agrees with your complaint it will say sorry
- ✓ The NHS will learn lessons from your complaint so it doesn't happen to other people in future

Who can help

Your parents or carers can help you make a complaint, but you can do it yourself

You can get help from an advocate if you want. They are independent and will take you through the process

After your complaint, if you still are not happy you can go to the PHSO and they will look at if the NHS dealt with your complaint properly

You can download a guide from the Get Your Rights website