

What are YOUR rights?

“ The NHS will be there for you when you need it, it’s there for everyone. After all, what good are hospitals and services if you can’t use them? ”



What does it mean for YOU?

Using the service you need

- ✓ You can use the services **you** need – no one can discriminate against you because of your age or who you are
- ✓ If you need support to be able to use health services, like a ramp or a BSL interpreter, then the NHS needs to make sure they are there for you

How to access services

! If you have concerns about your health you can visit your local GP or walk in clinic. You can find out about the services near you on the NHS Choices website: <http://www.nhs.uk/Pages/HomePage.aspx>

! If you need speak to someone who can give you medical advice quickly you can ring 111. If it’s a **real** emergency and need get help straight away you can ring 999 or go to A&E

! You need a referral to see a specialist service. There are rules about how long this should take so it is fair for everyone

All this should be explained clearly, and if you’re worried you can’t use the service you need, **ask**

When you’re using services

All services must be safe and clean and provide the best treatment for you

> The NHS tries to be the best it can be, if you are worried about anything they want to know

> There’re lots of rules and inspectors to make sure this happens, so don’t worry, you’re not on your own!