



better health



You could talk to different professionals about your health such as:



- GPs
- Nurses
- Health Care Assistants
- Consultants
- Mental Health Professionals.



This **information** will help you have better talks with **health professionals**.





My Health Is My Choice



When you speak to a **health professional** you might need to make **important choices** about **your healthcare**.



Asking the 3 questions will support you to make the right healthcare choices for you.





Your **choice** could be based on things that are **important to you** such as:





- What are the side effects?
- O How much medication do you take?
- o Is there any other medication you could take?



How the choice will affect your life





Your beliefs and values.

You might want to:



 Show your questions to the health professional at the start of your appointment.

This could help you decide together the most urgent things to talk about.



 Keep a record of what you talk about to help you remember what was discussed.









The 3 Questions



1. What are my choices?

2. What is **good** and **bad** about **my** choices?



Remember you have a choice to do nothing but make sure you understand the risks.



3. Can I get more support to make my choice?



When you get answers to your 3 Questions you might choose to:



 Carry on with the treatment you get at the moment



 Start the treatment that you and the health professional agrees



 Ask the health professional about the type of treatment you want

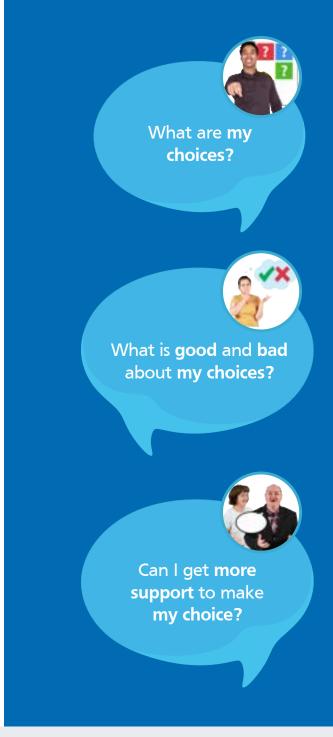




 Ask to try a new type of treatment.



• Stop the treatment you get at the moment.





Getting support to make your choice



You could **get support** from **someone you trust** such as a:

friend



family member



support worker





• an advocate



 other people with a lived experience of your health problem.



Healthcare staff can **support you** by giving you **information** about **your choices.**





You can make the right healthcare choices



When you have the answers to your 3 Questions.



When you **know** what is **important to you.**





Were you unhappy with a hospital appointment?



There are a few things you could do next.



You could make a **complaint by**:



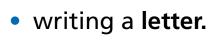
completing a feedback form

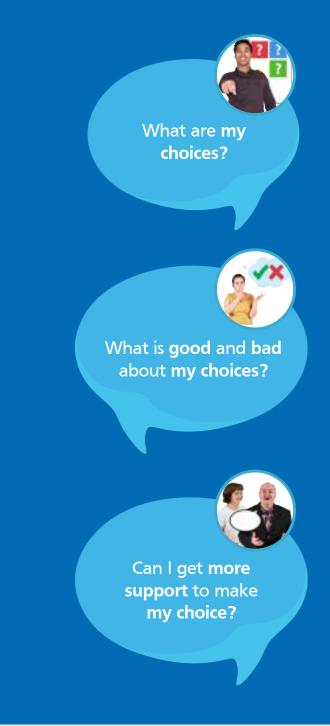


• sending an email



making a phone call







If you want to complain about a **hospital** appointment you might need to **contact**:

the hospital complaints team



 Patient Advisory Liaison Service or PALS if the hospital has this service.



PALS was set up in **2000** to give advice and support to NHS patients and their relatives and carers.





If you **need support** to make a **complaint** speak to:

- a family member or friend you trust
- someone from PALS or the hospital complaints team.



