



# 3 Questions for 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**.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



## 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**.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



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

- Medication:
  - What are the **side effects**?
  - **How much medication** do you take?
  - Is there **any other medication** you could take?
- How the choice will affect your life



What are my choices?



What is good and bad about my choices?



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- 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.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



## 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?



What are my choices?



What is good and bad about my choices?



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**



What are my choices?



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- **Ask to try a new type of treatment.**



- **Stop the treatment you get at the moment.**



What are my choices?



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Can I get more support to make my choice?





## Getting support to make your choice



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

- friend
- family member
- support worker



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



- an advocate



- other people with a lived experience of your health problem.



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



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



**You can make the right healthcare choices**



**When you have the answers to your 3 Questions.**



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



What are my choices?



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## 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**
- writing a **letter**.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



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**.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



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**.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



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