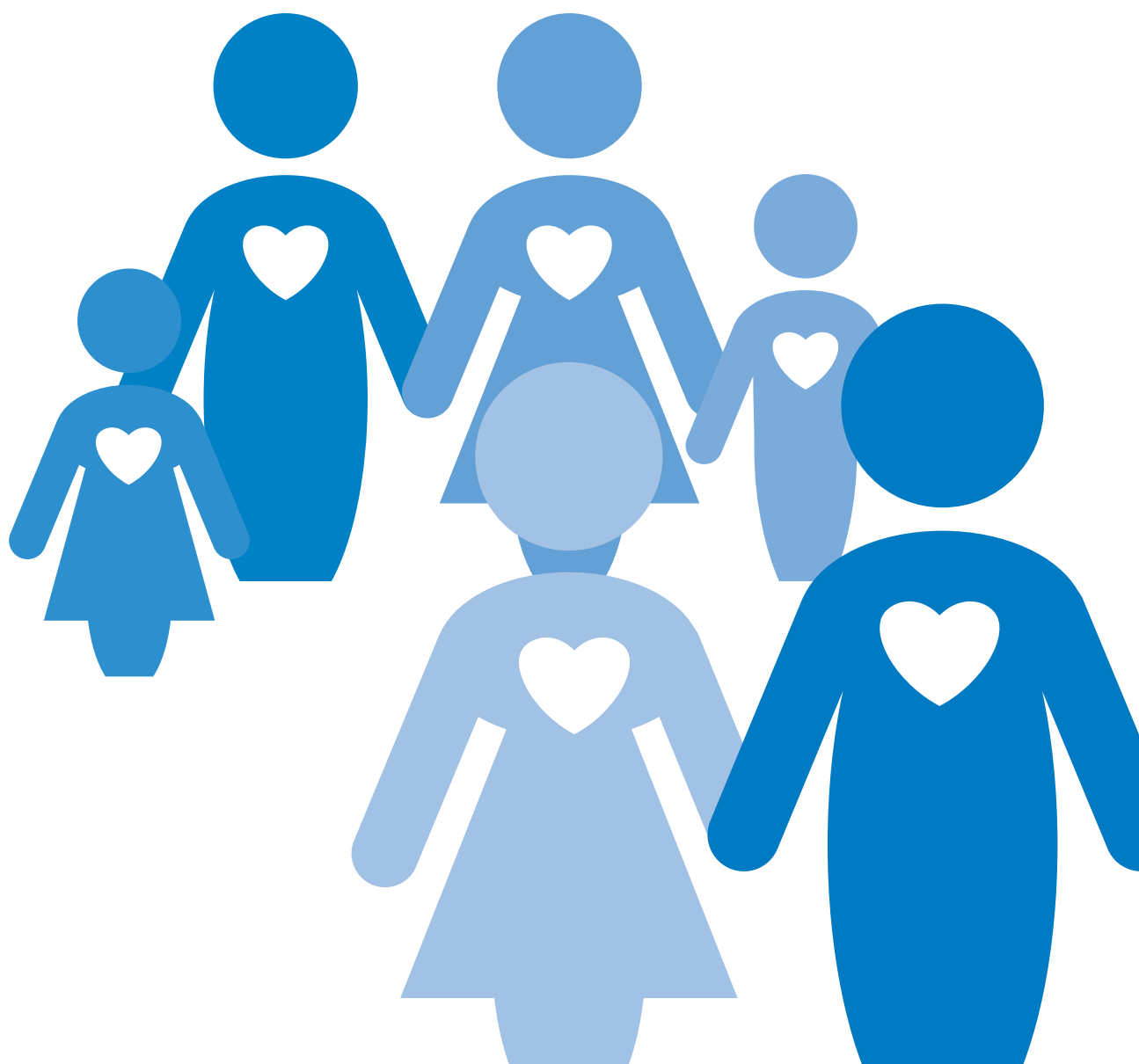


# Choosing where to have your NHS surgery





# Did you know...

...that if you need to see an NHS specialist you have the right to choose any hospital or treatment centre in England?

This right to choose means that you can decide where to have treatment for most specialties including orthopaedics, ophthalmology and gynaecology.

Choosing where to be treated is important as clinicians and researchers agree that if you choose a hospital in which you feel comfortable and confident, you're likely to improve both the result of your treatment and your experience while you're in hospital.

## What to choose

When your GP or optometrist refers you to a specialist for an initial outpatient appointment, you can choose:

- The organisation that provides your NHS care and treatment anywhere in England
- Which consultant-led team will be in charge of your NHS care and treatment

## When and where to choose

Sometimes decisions on where you want to be treated are made there and then in the GP consulting room, so it makes sense to be prepared to ask the right questions. But in most circumstances the sensible option, if your GP wants to refer you to a specialist, is to take the information about your choices home with you and decide later.

## Who chooses

You don't have to make the decision yourself. If you prefer, your GP or optometrist can make a recommendation. But best decisions are likely to be made jointly between you and your clinical referrer. Take time to discuss the full range of options with them.



Whether you want to make your choice independently, or with the support of a referral management centre, family, friends, GP or optometrist, you can use this guide to help you make the right choice of NHS organisation for your treatment.

## How to choose

Working out what NHS organisation is best for you is not as simple as finding out whether a hospital is 'good' or 'bad'. What you can do is measure whether one area of an NHS organisation's performance is worse, the same or better than others like it.

We have compiled this guide to help you make the right choice for you.

**You can find out more about your right to choose by visiting [www.nhs.uk/choiceintheNHS](http://www.nhs.uk/choiceintheNHS)**

**“By getting involved in healthcare decisions from the beginning patients improve the chances of success of their treatment further down the track”**

**Care UK specialist knee and hip surgeon  
John Va Faye**

# What's most important

Here are some real life examples of how other people worked out their priorities to help them decide where they wanted to be treated.



## Case study Ken Rose

Retired former pension scheme manager and grandfather of seven, 83-year-old Ken Rose of Langport, Somerset

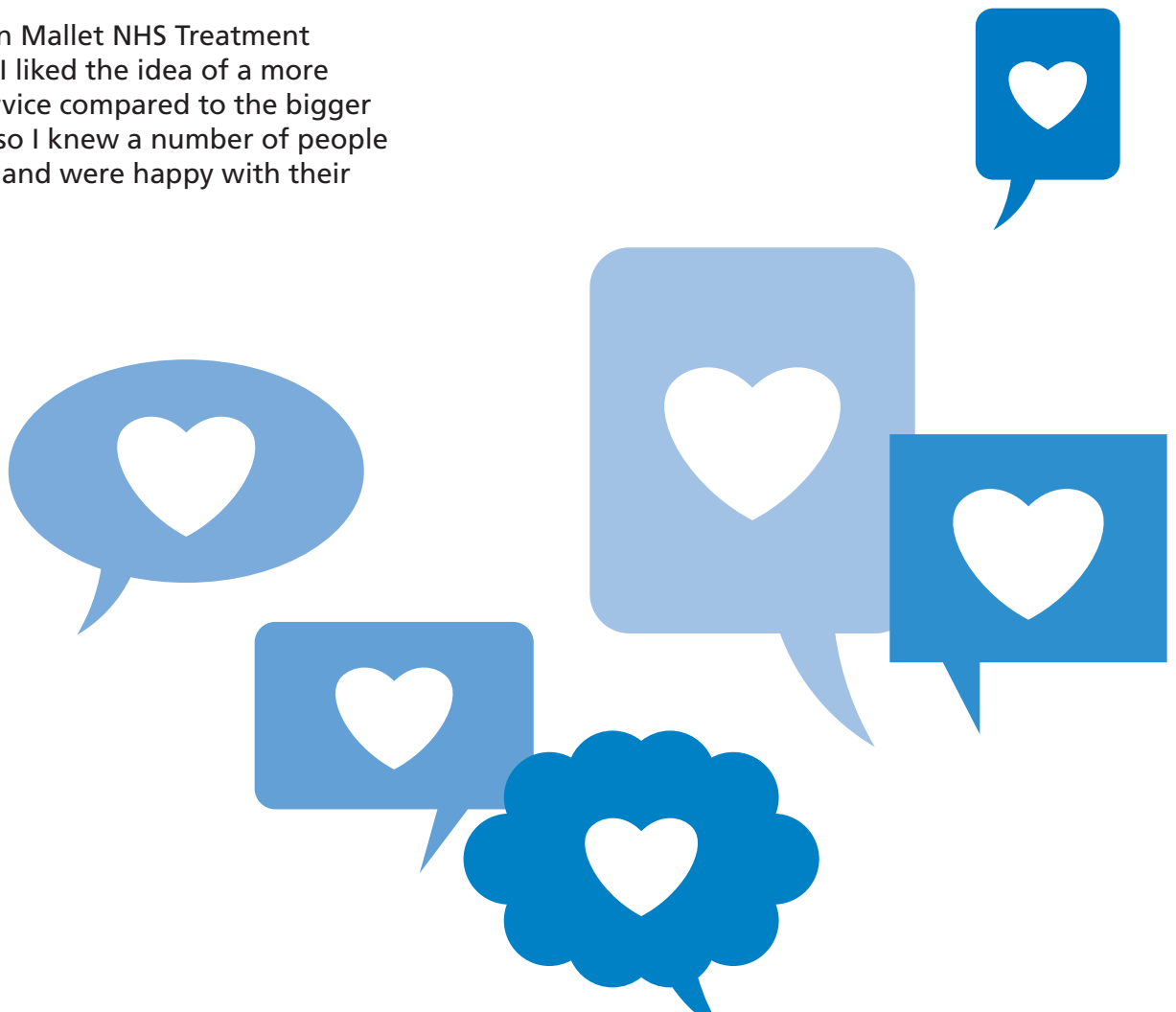
enjoys reading and writing poetry. He was keen to get his eyesight back and his doctor recommended he choose where to have bilateral cataract treatment.

"I chose Shepton Mallet NHS Treatment Centre because I liked the idea of a more personalised service compared to the bigger hospitals and also I knew a number of people had gone there and were happy with their

treatment. Although it wasn't as close to home as the local hospital I still wanted to go there because of the feedback I'd heard and there was a much shorter waiting list for cataract treatment."

### Ken Rose's priorities:

- I want to have a great experience of care
- I want to get treated as quickly as possible
- I'm happy to travel





### Case study Kathleen Clarke

Horse rider, rambler and keen gardener Kathleen Clarke is a very fit 63-year-old. She is a retired entrepreneur who lives in Albaston,

Cornwall and her GP referred her for a hip replacement when she limped into an appointment about a different condition. Six weeks after her keyhole surgery she walked back into her GP surgery having made an almost complete recovery. Three months later she was back riding horses again.

“My GP said I would need a hip replacement and recommended five different hospitals in my area. I liked that I was offered so much choice to make my own decision. I did my own research into each one until I decided I wanted to go to the Care UK Peninsula NHS Treatment Centre in Plymouth.”

“I had only heard good things about Peninsula, so I really wanted to go there rather than the local hospital and luckily my GP was more than happy to refer me to my first choice, having also heard good things from other patients.”

#### **Kathleen Clarke’s priorities:**

- I want to have personalised, friendly care in a small setting
- I want to quickly get back to horse riding and walking without pain
- I need to stay local so my husband can attend the appointment with me



### Case study Garfield Siberry

A retired schoolteacher, Garfield Siberry has been an avid sportsman throughout his life and experienced his

fair share of sporting injuries. He teed off at Hallamshire Golf Club several times a week until a frozen shoulder stopped play.

“I chose Barlborough NHS Treatment Centre as my golfing buddies, who between them have experienced a collection of hip and knee replacements, strongly recommended it.”

More than 93 per cent of former patients say they would recommend Garfield’s local Care UK treatment centre to their family or friends. Low infection rates, free parking and the shortest local wait time of nine and a half weeks also add to the appeal.

After one treatment Garfield was back on his feet and on the golf course the next day.

#### **Garfield Siberry’s priorities:**

- I want to go somewhere that previous patients would recommend
- I want to be seen as quickly as possible so I can get back to my golfing
- Free parking and ease of travelling to the appointment will make things easier

# Your priorities

As you can see from the case studies, most people's priorities about their care fall into six categories: waiting times, infection rates, patient satisfaction, consultants, location and parking and quality of care.

## Deciding what is important to you is the first step

It may be that you want to be closer to home, you may want to choose a hospital with excellent patient satisfaction scores and outcomes. You may want to understand how good the consultant is who will be conducting your surgery.

### Waiting times

How long will I have to wait for my surgery?



### Infection rates

Which hospital has the lowest infection rates?



### Patient satisfaction

What do other patients think?



### Consultants

Which consultant would be best for me?



### Location and parking

How far is the hospital from my house and is there parking?



### Quality of care

Which hospital would provide the best care?



## Find out more about the different options available to you

All, or some, of the factors we have listed might be important to you when deciding which hospital to choose for your surgery. The organisations and websites below provide information which will help you make a

decision. If you can't find the information you need, we suggest you speak to your GP. Individual hospital and treatment centre websites also have information which may help you decide.

### NHS Choices [www.nhs.uk](http://www.nhs.uk)

NHS Choices is the UK's biggest health website. It allows you to compare hospitals and treatment centres on criteria such as waiting times, patient satisfaction, location and facilities. It also points you to other websites featuring information about consultants.



### Care Quality Commission (CQC) [www.cqc.org.uk](http://www.cqc.org.uk)

The CQC is an independent regulator of health and social care in England. They inspect and report on care services in England to ensure they provide people with safe, effective, compassionate and high-quality care. Every hospital and treatment centre is inspected on an annual basis and the reports are uploaded onto the CQC website.



### NHS England [www.england.nhs.uk/statistics/statistical-work-areas](http://www.england.nhs.uk/statistics/statistical-work-areas)

NHS England publishes data on the friends and family patient satisfaction scores and waiting times for hospitals and treatment centres.



### Health and Social Care Information Centre (HSCIC) [www.hscic.gov.uk/catalogue/PUB11575](http://www.hscic.gov.uk/catalogue/PUB11575)

HSCIC provides Patient Led Assessments of the Care Environment (PLACE) results. These assessments focus on the environment in which care is provided, and they cover cleanliness, food, hydration and the extent to which care is given with privacy and dignity.







# Ensuring you are referred to where you'd like to have your treatment

You can select any English hospital, community unit or independent provider of NHS services that offers the treatment you are being referred for.

Some providers have exclusion criteria such as past medical history which may mean you are not suitable for treatment in that hospital or treatment centre. Your GP will be able to advise you of any such criteria.

Once you've made your choice, you can talk this through with your GP or someone from your GP practice who can book an appointment for you. Alternatively you can contact the Choose and Book Appointments Line or book online at [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk) to arrange an appointment. You will need your Choose and Book unique reference number (UBRN) and password which you will find on the Appointments Request letter from your GP practice.

Choose and Book Appointments Line:

**0345 608 8888**

Choose and Book text-phone:

**03358 50 22 50**

(calls are charged at the local rate and translation services are available)

For more information about Choose and Book, visit [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk)



# Frequently asked questions

## **What difference does it make where I'm treated?**

Research has shown that if you are involved in the decision about where you are treated, you can have better health outcomes and patient satisfaction levels. You may be able to be seen quicker, or be treated nearer to home or in a more modern facility.

## **How do I know which hospital to go to for my treatment?**

Take the time to research how different hospitals perform on the areas that are important to you. The organisations and websites on page 7 provide information which will help you make a decision. If you can't find the information you need, we suggest you speak to your GP. Individual hospital and treatment centre websites also have information which may help you decide.

## **What do I do if I disagree with my GP's recommendation?**

When you and your GP agree that you need to see a specialist, you will be able to choose from a shortlist of hospitals or clinics which your GP has determined are clinically appropriate for you. If you would like to be treated at a hospital or clinic which is not on the list, you can ask your GP why that choice has not been offered. You are free to choose any option as long as your GP agrees that the service provided is clinically appropriate for your needs.

## **What can I do if I am not offered a choice?**

If you are not offered a choice of hospital, first talk to your GP. If you are still not offered a choice, contact your local Clinical Commissioning Group. For more information visit [www.england.nhs.uk/ccg-details](http://www.england.nhs.uk/ccg-details)



# Find out more about Care UK's NHS clinics and treatment centres



## **Barlborough NHS Treatment Centre**

2 Lindrick Way, Barlborough,  
Chesterfield, Derbyshire S43 4XE

0333 200 4066

[www.barlboroughtreatmentcentre.nhs.uk](http://www.barlboroughtreatmentcentre.nhs.uk)



## **Cirencester NHS Treatment Centre**

Tetbury Road, Cirencester,  
Gloucestershire  
GL7 1UY

0117 906 1801

[www.cirecestertreatmentcentre.nhs.uk](http://www.cirecestertreatmentcentre.nhs.uk)



## **Devizes NHS Treatment Centre**

Marshall Road, Devizes,  
Wiltshire  
SN10 3UF

0117 906 1801

[www.devizestreatmentcentre.nhs.uk](http://www.devizestreatmentcentre.nhs.uk)



## **Emersons Green NHS Treatment Centre**

The Brooms, Emersons Green,  
Bristol BS16 7FH

0117 906 1801

[www.emersonsgreentreatmentcentre.nhs.uk](http://www.emersonsgreentreatmentcentre.nhs.uk)



## **Greater Manchester CATS**

3rd Floor, 111 Piccadilly,  
Manchester M1 2HY

0333 200 4042

[www.greater-manchester-cats.nhs.uk](http://www.greater-manchester-cats.nhs.uk)



## **North East London NHS Treatment Centre**

King Georges Hospital, Barley  
Lane, Ilford, Essex IG3 8YY

0333 220 5296

[www.nelondontreatmentcentre.nhs.uk](http://www.nelondontreatmentcentre.nhs.uk)



## **Peninsula NHS Treatment Centre**

20 Brest Road, Plymouth  
International Business Park,  
Plymouth, Devon PL6 5XP

01752 506 070

[www.peninsulatreatmentcentre.nhs.uk](http://www.peninsulatreatmentcentre.nhs.uk)



## **Rochdale Ophthalmology Service**

Lock 50, Business Centre, Oldham  
Road, Rochdale, Lancashire  
OL16 5RD

0333 200 4058

[www.rochdaleophthalmologycats.nhs.uk](http://www.rochdaleophthalmologycats.nhs.uk)



## **Shepton Mallet NHS Treatment Centre**

Old Wells Road, Shepton Mallet,  
Somerset BA4 4LP

01749 333 600

[www.sheptonmallettreatmentcentre.nhs.uk](http://www.sheptonmallettreatmentcentre.nhs.uk)



## **Southampton NHS Treatment Centre**

Level C, Royal South Hants  
Hospital, Brintons Terrace,

Southampton SO14 0YG

0333 200 1820

[www.southamptontreatmentcentre.nhs.uk](http://www.southamptontreatmentcentre.nhs.uk)



## **St Mary's NHS Treatment Centre**

Milton Road, Milton, Portsmouth,  
Hampshire  
PO3 6DW

0333 220 5312

[www.stmarystreatmentcentre.nhs.uk](http://www.stmarystreatmentcentre.nhs.uk)



## **Will Adams NHS Treatment Centre**

Beechings Way,  
Gillingham, Kent  
ME8 6AD

0333 200 1730

[www.willadamstreatmentcentre.nhs.uk](http://www.willadamstreatmentcentre.nhs.uk)

