

Patient Choice

All patients have the right to choose, in most cases, which hospital or service you go to for physical and mental health conditions. This includes NHS and private hospitals which operate under an NHS contract. You can also choose which clinical team led by a consultant or named healthcare professional you see. This is a legal right for patients and is part of the [NHS Constitution](#). For more information please see: www.nhs.uk/patientchoice

We have been collecting information from patients to understand more about your last NHS appointment and, where appropriate, what choice you had at that time. We developed an online survey, which was shared on our website, through our social media channels to via our patient groups throughout August 2017 to January 2018.

- **Survey summary**

Below is a short summary of this feedback and the next steps:

We had a total of 15 responses. 94% of patients who responded were aware that they should be offered a choice of hospital for their first outpatient appointment.



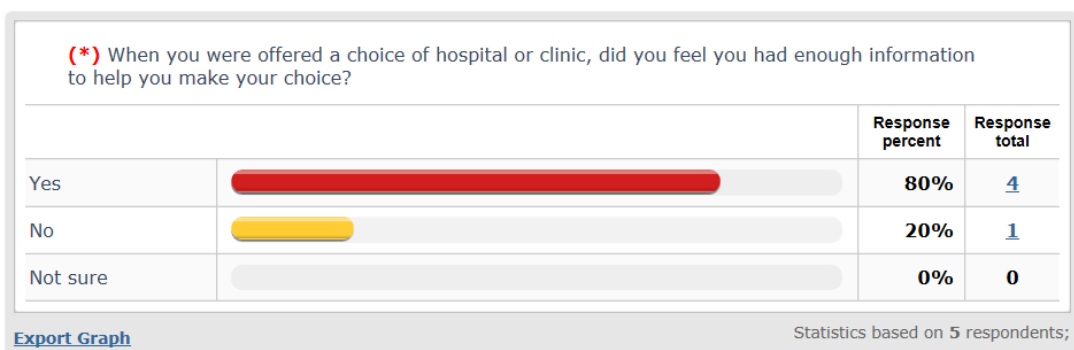
Of the patients who had been referred by their GP for a hospital appointment within the last 12 months, 42% said they discussed choice with their GP or a member of practice staff.



100% of the patients who discussed choice with their GP or a member of practice staff were offered a choice of hospital for their first outpatient appointment.



80% of the patients who discussed choice with their GP or a member of practice staff felt that they had enough information to help inform their choice.



The patients who discussed choice with their GP or a member of practice staff felt that the following sources of information were the most important when choosing a hospital for a first appointment:

- Their own experience
- Friends/Family member's advice and recommendations
- GPs recommendations

The patients who discussed choice with their GP or a member of practice staff felt that the following factors were most influential when choosing a hospital for a first appointment:

- Length of waiting time
- Appointment convenience
- Hospital reputation
- Choice of consultant

44% of all patients who responded to this survey were aware of how to complain if they felt they were not offered a choice of hospital for their first outpatient appointment.



- **Next steps**

The next steps will be to:

- Raise awareness around the complaints process for patients who feel they were not offered a choice of hospital for their first outpatient appointments
- Continue to raise awareness of patient choice through communications and patient participation groups
- Run the survey again later this financial year and undertake a similar analysis of the results.