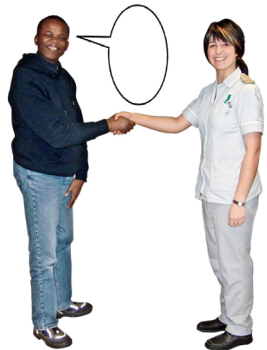




3 Questions for better health



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?



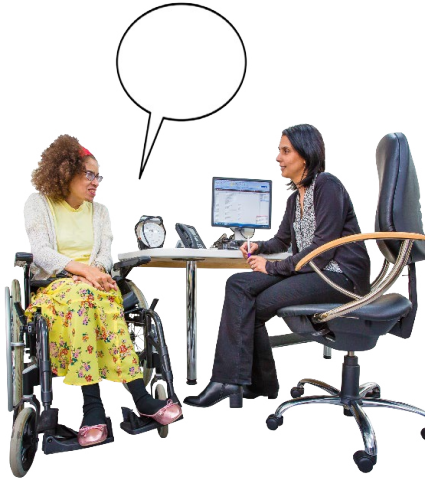
What is good and bad about my choices?



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



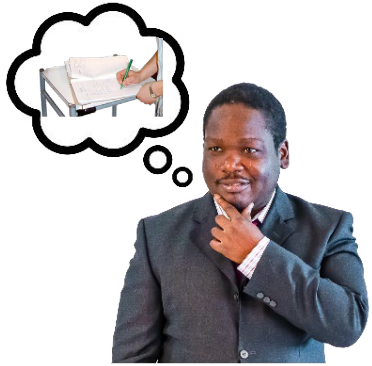
What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



- 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?



What is good and bad about my choices?



Can I get more support to make my choice?



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



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



What are my choices?



What is good and bad about my choices?



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



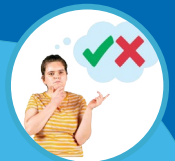
When you have the answers to your 3 Questions.



When you know what is important to you.



What are my choices?



What is good and bad about my choices?



Can I get more support to make my choice?



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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