



Easy Read



# Confidentiality



The word **confidentiality** in healthcare means keeping things you do and say private between you and a healthcare professional.



Being able to talk to staff openly and honestly means they can give you with the best care.

## Your rights

Anything you say to a healthcare professional or anything that is written about you or your care will be kept a secret from your family, your teachers, your employers and any other organisation.



You have the right to see what has been written about you at any time, these are called **records**.

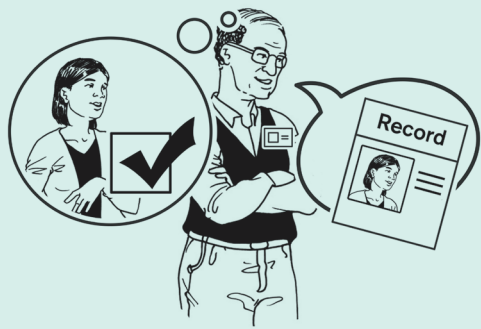


If you would like see your records, ask to see the **Practice Manager** at your GP Surgery, or ask to see the **Records Manager** if you are at the hospital.

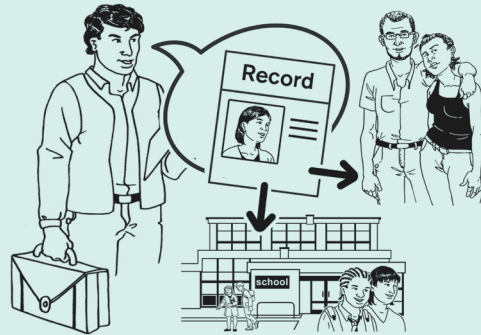
## Exceptions



Healthcare professionals have to make sure you and everyone else is safe.

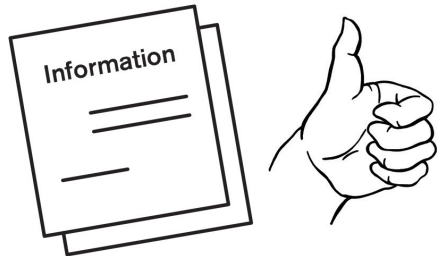


This means they might have to share information about you to help keep you safe. This information will only be shared if it has to be.



An example of when your information might be shared by a healthcare professional is if you are a danger to yourself or someone else. This might mean telling your family, your school or someone else.

**NHS**



The NHS also collects information to improve services locally and nationally. You can opt out of your identifiable GP information being used for these purposes.

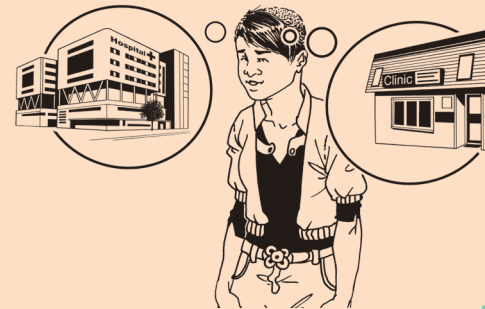


It is your right to be told if your information is going to be shared with anyone else.

# Consent to Treatment

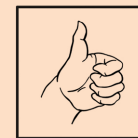


The word **consent** in healthcare means giving permission to let things happen to you.



An example of this might be having to make a choice about the treatment you get.

## Your rights



Everyone has the right to make their own choices about what happens to them, whatever their age.



It is important to ask your family for advice when making a decision, but it is you who makes the final choice.

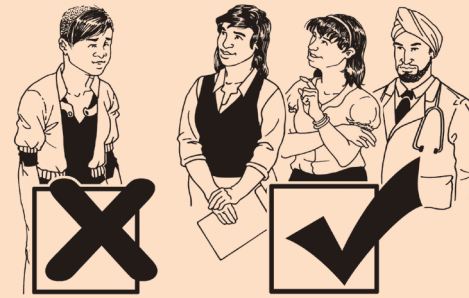


You have the right to refuse any treatment that you do not want.

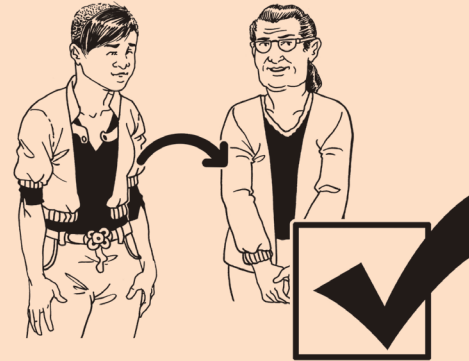
## Exceptions



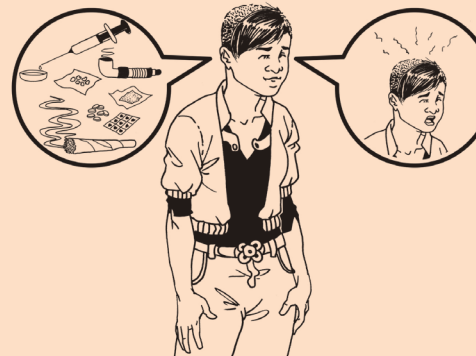
If a healthcare professional thinks that you are not able to make a good choice for yourself, they will ask someone else to make the choice for you.



The choice could be made by your parents, a doctor, the courts or legal authorities.

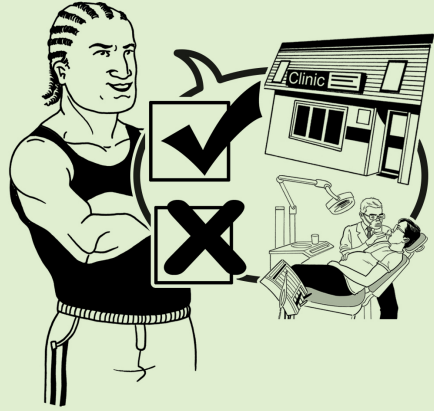


The choice could also be made by a proxy. A proxy is someone who has been chosen by you to represent you.



This will only happen if you are not able to make good choices for yourself. This might be because of a mental health problem or because of drug use.

# Feedback



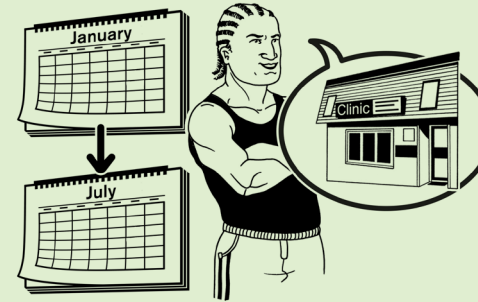
Your **feedback** for health services helps us to know what is working and what is not.



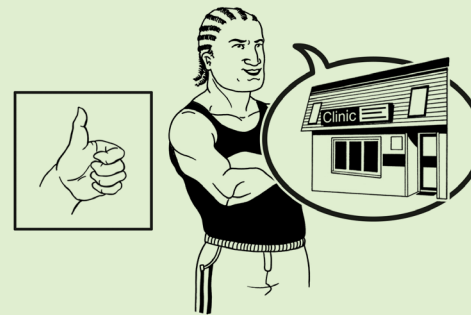
Without feedback, doctors, dentists, hospitals and clinics will not be able to improve the service they give.

## Your rights

Everyone has the right to give feedback about the services they receive, whatever their age.



The feedback could be about services that you are receiving now or services you have received before.



You always have the right to give feedback.

## Complaints

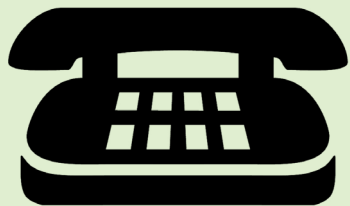


If you are happy to talk about any problems directly with a doctor, dentist, or a clinic, you can ask to see the **Practice Manager** and tell them the problem.



If you do not want to speak to them directly, you can talk to the Commissioner online at:

[www.england.nhs.uk/contact-us/](http://www.england.nhs.uk/contact-us/)



You can also call:

0300 311 22 33



If you have a problem with a hospital and you are at the hospital, you can ask to see the **Sister in charge** or the **complaints manager**.



If you do not want to speak to the hospital directly, you can go to the Clinical Commissioning Group (CCG) website and find your local healthcare provider:

<http://www.england.nhs.uk/ccg-details/>



If you are under the age of 18, you have rights in the NHS!





You can follow the  
**NHS England Youth  
Forum** online by visiting:



**NHSEnglandYF**



**@NHSYouthForum**



**CHANGE**

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