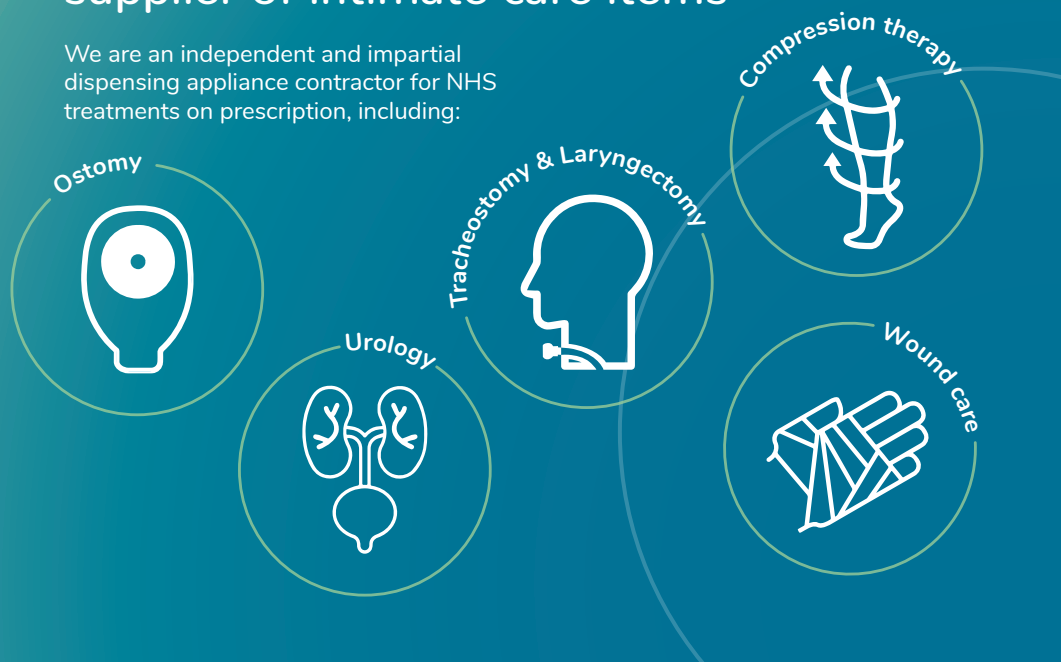


Patient Choice — an NHS approved supplier of intimate care items

We are an independent and impartial dispensing appliance contractor for NHS treatments on prescription, including:



We can provide free and reliable home delivery through patientchoicedelivery.co.uk

For further assistance, or advice - contact our friendly team.

Email: admin@patientchoice.net

Call: 0800 862 0686

patientchoice.net

All information correct at time of printing. It is not, and should not be taken as, legal advice. You should not rely on, or take or fail to take any action based upon this information.



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patientchoice

Powering better prescription delivery

NHS

Providing NHS services

Know your rights as an NHS patient in England with intimate health needs



If you're an NHS patient in England, you have important rights. This leaflet has been prepared specifically for patients with intimate health needs to help you get the best possible care and support.

According to the Charter of Patient Rights and Responsibilities, you have the following entitlements:

- To get the information you need to make informed choices about your healthcare.
- To be involved in decisions regarding your own care and treatment.
- To have your needs considered in the NHS services you receive.

This document outlines your healthcare rights. You may want to seek professional advice on any area that affects you.

“

You have the right to receive treatment that meets your needs and reflects your preferences”

NHS Constitution

Dealing with doctors and clinicians

As well as asking doctors what products are available for your condition, you can ask them what different products could help you manage it. You can also ask for a specific product to be prescribed – and if they say no, you can also ask for an explanation. You can also ask whether you're entitled to prescriptions for free.

+ You have the right to information about the treatment options available to you, what they involve and their risks and benefits. (NHS Constitution)

+ You have the right to be involved in decisions about your treatment/care and should be offered the opportunity to participate. The Health and Social Care act requires your local

NHS to promote patient involvement in decisions about their treatment. (Handbook to the NHS Constitution)

+ You have the right to ask why your local NHS has decided not to fund a particular product.

Your local NHS has the right to make decisions over which treatments to fund, you have the right to expect those decisions to be made following a proper consideration of the evidence. If your local Clinical Commissioning Group decides not to fund a medical device which you and your doctor or healthcare professional feels is right for you, they should explain that decision to you. (NHS Constitution)

Dealing with pharmacies and DACs

You can ask your dispenser whether there are alternative products, or if there are supplementary items to accompany a product. You can ask them for advice around how to manage your condition, how to look after products, and even for a personalised care plan.

+ You have the right to expect pharmacists and dispensers to provide appropriate advice and fulfil orders for any product approved for use by the NHS.

If they are unable to fulfil an order they must either forward the order on to another supplier (if they have your permission to do so) or provide you with the details of two other dispensers who can fulfil it.

Dispensers should also be able to provide appropriate advice about the products they sell, such as how to use, clean and

care for them. They may also be able to offer you online support to help you manage your condition, for example by preparing you a personalised web-based care plan. (The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013)

+ You have the right to free prescriptions in certain circumstances, such as having:

- a specified medical condition and have a valid medical exemption certificate.
- have a continuing physical disability that prevents you going out without help from another person and have a valid medical exemption certificate.

Alternatively, if you are over sixty or are on benefits because of low income you may also be entitled to help with prescription costs.

+ You have the right to decide where/how you get your prescription supplies dispensed.

You can obtain prescription supplies in five different ways:

- Let the dispensing company (sometimes called DACs, such as Patient Choice) handle everything. You place an order with them and they will contact your GP to get the prescription.
- Place an order with a dispensing company and then send them your prescription yourself.
- Your GP can send the prescription to your dispensing company of choice. Some GP practices also have a dispensing arm that may be able to provide your appliance.
- Order on the NHS Electronic Prescription Service (EPS) via your GP or nurse. You will need to nominate your dispensing company and prescriptions will be sent there electronically, reducing delivery time.
- Take your prescription to a local pharmacy.

+ You have the right to expect pharmacies and appliance dispensers (sometimes known as DACs) to provide supplementary items (such as disposable wipes and disposal bags) when fulfilling a prescription for incontinence, stoma, catheter, erectile dysfunction, wound drainage and anal irrigation appliances.

(The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013)

+ You have the right to have supplies delivered discreetly to your home. The packaging and method of delivering continence, stoma, catheter, erectile dysfunction, wound drainage and anal irrigation appliances must not indicate the nature of what is being delivered. (The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013)

+ You have the right to receive urgent supplies of medical products from a pharmacy or supplier without a prescription if your doctor (or another health professional who can make prescriptions) asks them to do so. This will require your doctor (or the other prescriber) to agree to provide a prescription within 72 hours. (The National Health Service (Pharmaceutical and Local Pharmaceutical Services) Regulations 2013)

“The NHS Constitution establishes the principles and values of the NHS in England. It sets out the rights for patients which the NHS is committed to achieve by ensuring the fair and effective management of resources and care.”