



Practice
Plus
Group

Choosing where to have your NHS surgery



Choosing where to have your NHS surgery or treatment can be difficult. We know that making an informed decision is important to you and your health outcomes, so we have put together this guide on how to choose and what questions to ask.

You have the right to choose any hospital or treatment centre in England for your NHS-funded treatment.

Deciding what is important to you is the first step



Waiting times

How long will I have to wait for my surgery?



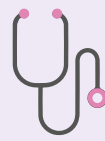
Infection rates

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?

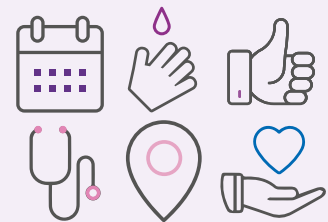
Find out more about the different options available to you

All, or some, of the factors above 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

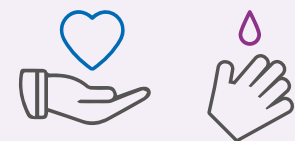
NHS Choices is the UK's biggest health website. It allows you to compare hospitals and treatment centres on criteria such as waiting times, patient satisfaction, location and facilities. It also points you to other websites featuring information about consultants.



Care Quality Commission (CQC)

www.cqc.org.uk

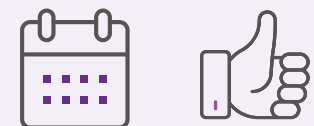
The CQC is an independent regulator of health and social care in England. They inspect and report on care services to ensure they provide people with safe, effective, compassionate and high-quality care. Every hospital and treatment centre is inspected on an annual basis and the reports are uploaded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



NHS England

www.england.nhs.uk/statistics/statistical-work-areas

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

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.

