

## Useful Contacts:

### **Citizens Advice Bureau (CAB)**

(Support for Rights, legal advice and advice on making complaints)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or call your local CAB

### **Outreach Health Team at FFT:**

(Health and wellbeing advice, support and information)

[www.gypsy-traveller.org](http://www.gypsy-traveller.org) or call 01273 234811

### **Local Involvement Networks (LINKs)**

(Support and advice on NHS and other Services)

[www.makesachange.org](http://www.makesachange.org) to find your local LINKs

### **Patients Advice Liaison Service (PALS)**

(Support and advice on making a complaint against the NHS)

[www.pals.nhs.uk](http://www.pals.nhs.uk) to find your local PALS office

### **Primary Care Trust (PCT)**

(Monitor NHS services—each city or region has a PCT)

[www.nhs.uk/ServiceDirectories](http://www.nhs.uk/ServiceDirectories) to find your local PCT

### **NHS Direct:**

(Health Advice and Information)

0845 46 47 (24 hours)

### **Friends, Families & Travellers**

Community Base

113 Queens Road

Brighton

East Sussex BN1 3XG

Tel: 01273 234 777

Fax: 01273 234 778

[fft@gypsy-traveller.org](mailto:fft@gypsy-traveller.org)

[www.gypsy-traveller.org](http://www.gypsy-traveller.org)

Registered charity: 1112326



**Seeking to end racism and discrimination against Gypsies and Travellers whatever their ethnicity, culture or background, whether settled or mobile, and to protect the right to pursue a nomadic way of life.**



## **Know Your Rights and Responsibilities within the NHS**

**An overview of the NHS Constitution Handbook 2010**



## WHAT IS THE NHS CONSTITUTION?

**A formal set of rules for the Government which lays down the rights and responsibilities of ALL staff, patients and trustees within the NHS.**

## IS IT THE LAW?

Yes. All NHS providers have a legal duty to respect Patient Rights and these Rights can be enforced by Law.

## WHAT ARE MY RIGHTS?

**“You have the right to use NHS services. You will not be refused access on unreasonable grounds”.**  
(Section 2a NHS Constitution 2010)

‘Unreasonable grounds’ means being refused NHS services like registering with a GP, or going to hospital because of your gender, race, religion or beliefs, sexual orientation, disability or age.



**“Gypsies and Travellers have the same rights of access to the NHS as any other citizen. All residents in the UK can have NHS care whether they have proof of address or not.”**  
(NHS Primary Care Service Framework 2009)

**“You have the right not to be discriminated against in the NHS.” Discrimination by NHS staff is illegal.**

(Section 2a NHS Constitution 2010)

**“It is your Human Right to be treated with dignity and respect by NHS staff”.**

(Section 2a NHS Constitution 2010)



**“You have the right to choose your GP practice. If you are refused registration the surgery must tell you in writing why you have been refused.”**

(Section 2a NHS Constitution 2010)

It is against the law to be refused registration at a GP Surgery because of where you live or, your culture or family name.

## WHAT ARE MY RESPONSIBILITIES?

**“You should always try and register with a GP practice and not rely on A&E for treatment.”**

**“You should take responsibility for you and your family’s, good health and well-being.”**

**“You should treat NHS staff and other patients with respect .”**

**“You should tell someone if you have been treated unfairly, so the NHS can do something about it.”**

(Section 2a NHS Constitution 2010)

## HOW DO I MAKE A COMPLAINT ABOUT THE NHS?



If you have a complaint about NHS staff then first contact your local Patient Advisory Liaison Service (PALS). (See back)

**You can also make a complaint to your local Primary Care Trust.** (See back)

Some Citizens Advice Bureau’s can help you make a complaint about the NHS. (See back)

**The FFT Outreach Support Team can give support and advice on writing letters of complaint.**

