



IT'S OK TO ASK

What Matters to You?

Please tell us and ask questions about your health care

By asking questions about your care you can make sure:

- Your individual needs are prioritised.
- You understand the benefits and risks of the different options.
- You can make a choice that suits you best.

Before your appointment

Many appointments are now being carried out over the telephone or online. If this is difficult for you, please speak to a member of staff in the service or contact PALS on 02476 865550 or via email at pals@geh.nhs.uk

It might be helpful to think about:

- What is my main concern?
- What do I want to achieve from my appointment?
- Why is this important to me?

During your appointment

By the end of your appointment you should know the answers to these questions:

- What are my options?
- What are the benefits and risks of each option for me?
- What happens next?
- Who do I contact if I have questions after I leave?
- Where can I go to get more information?

After your appointment

You might want to discuss your options with friends and family.

- It's okay to change your mind.
- It's okay to go back to your healthcare professional to ask more questions or explain anything you didn't understand
- Keep a note of any questions ready for your next appointment
- It's okay to ask a pharmacist or health professional if you are confused about prescriptions.

Don't forget:

- Make a list of your current medications.
- Think about whether you want to bring someone with you to your appointment.

Remember you can always ask the healthcare professional to explain things differently, explain things again, or to write down information for you.

