



Listen Up! is a lived experience led project at Groundswell that elevates the voices of people with experience of homelessness and champions major change towards better healthcare access.

Your rights are explained in the NHS Constitution for England and NHS Guidelines, which are both available to read online.

 @ItsGroundswell
www.groundswell.org.uk
Registered Charity Number 1089987

Groundswell
Out of homelessness



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Scan the QR code or head to our website to find out more.
groundswell.org.uk/listen-up-your-rights-training



This pocket guide explains what your healthcare rights are.
Listen Up! has more 'Your Rights' resources to help you understand what you're entitled to.
We all have the right to good health.

Know your rights to healthcare



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Your Rights

Pocket Guide



You have the right to register at a GP practice without proof of address, photo ID and your immigration status does not matter

Groundswell has lots of additional information and support to help you with this.

Search "Groundswell my right to healthcare" online to find out more.

You have the right to view your health records

The way to do this is different depending on who holds the records and where you are in the country. You can also request anything inaccurate to be changed.

Ask someone at your GP practice to find out more.



You have the right to be involved in decisions made about your health

If you don't like a decision made about you or are unsure, you can say so and ask as many questions as you need to in your appointment.

You can also contact the place you saw the clinician afterwards and ask for another conversation.

You have the right to say if you would rather be treated by someone else

For instance, it could be that you would feel safer or more comfortable with someone of a particular gender.

It may not always be possible if there is no-one available, but it is always worth asking before an appointment.



You have the right to be treated in a location that works better for you

It won't always be possible – they might not have the service you need where you'd like to be seen – but it is always worth asking the person who made the referral if you can be seen somewhere else.



You have the right to receive suitable and nutritious food when receiving treatment

If you have any dietary needs, these should be respected. These include needs to do with your religious beliefs.

Tell someone about your dietary needs when you arrive somewhere.

Your Rights

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You have the right to be treated with dignity and respect, free from abuse and neglect

This is one of your human rights.

If you have concerns about how you are being treated tell someone at the place you are receiving treatment or someone else involved in your care.



Hospitals should only discharge you if you have a safe place to go to

They should also complete an assessment to arrange any additional support you may need.

If you are experiencing homelessness or have nowhere safe to go when you leave, tell someone on the ward your circumstances and ask to see your care plan.

You have the right to privacy and confidentiality, and for the NHS to keep your information safe and secure

There will be times confidentiality will be broken – such as if there are concerns about yours or another's safety. You also have the right to be informed how your information will be used.

If you'd like to learn more about this, ask someone involved in your care.

You have the right to have an advocate present at your appointments

This doesn't have to be an 'official' advocate – it could be a friend, family member, support worker or anyone else you trust to help you remember what has been said or to ask questions on your behalf.

Search online for "Advocate near me" to find an advocacy service.