

**NHS**  
**England**



The NHS buys different services like dentists, doctors, physiotherapy.

Are these services right for you?



Does the NHS check your health in the right way?

Does the NHS help you in a way that works for you?



Do you understand what they are doing?  
Yes/ no



Is it easy to move from one service to another- for example from children to adult services?

Do you know what is happening? Are you part of the discussion?



Do you feel safe when you use NHS services? Are you worried that someone will make a mistake or not treat you in the right way?



Do you know how to stay well? Have you had a smear test, breast screening, bowel screening or injections?



Have you been helped in a way that meets your needs?



Can you (or your carer) use NHS services, without anybody saying you can't?



Do you get the service in the right way?



Do you know about services and can you have a say about them?



Can you have a say in your care?



Do people say good things about the NHS?



If you are unhappy about an NHS service, is it sorted quickly and in the right way?



	<p>Are all types of people working at all levels in the NHS?</p>
 	<p>Your job is at the same level as someone else, you should be paid the same.</p> <p>People who pay you must check they are doing this</p>
 	<p>Everyone should get the right training for their job.</p> <p>Staff think that training is good</p>



When you go to work, you are treated with respect and you are not hurt



You can talk to your employer about working at times that suit you both



You enjoy going to work and you feel respected



Top level people who make decisions show that it is important to treat people with respect



Information that goes to top level people must look at the needs of everybody



Do managers support their staff to work well without treating people unfairly?