

## The NHS Constitution

The NHS Constitution has further information about your rights and responsibilities.

To receive a copy of

***“The NHS Constitution  
the NHS belongs to us all”***

Visit:

[www.orderline.dh.gov.uk](http://www.orderline.dh.gov.uk)

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County Durham and Darlington **NHS**

NHS Foundation Trust



## What you should expect from us.



Easy read leaflet



Staff will tell you their name and what their role is.



You can say no to any treatment. The outcome of this will be explained to you.



Staff should listen to you and be polite, making sure your needs are met.



You should be given written and spoken information in a way that you understand.



You should be told if there are any changes to the day or time of your treatment.



You will get help to communicate with staff in a way that is best for you.



You should be part of all decisions made about your care and treatment.



We can ask a friend or carer to speak to us if you would like them to do so.