

# RIGHTS TO HIV CARE

FIND  
*your*  
FOUR

Learn about your rights to NHS care and know that you can talk to your healthcare team about what matters to you.

## ONE YOU HAVE THE RIGHT TO USE NHS SERVICES FREE OF CHARGE

Healthcare is the medical care you receive for your physical, mental or emotional wellbeing. It is provided by a healthcare team which typically includes different types of doctors and nurses.

As a UK citizen, you can get most of your healthcare free with the National Health Service (NHS).

To find out more, or if you are unsure about what you have the right to receive, the patient groups found here can provide information and support.

If you are a migrant, your rights may change depending on your immigration status.

## THREE YOU HAVE THE RIGHT TO BE INVOLVED IN DECISIONS AROUND YOUR HEALTH AND CARE

You have the right to ask questions of your healthcare team, especially if you are unsure about why a decision is being made.

Writing down these questions in advance may help you feel more confident when asking them. You can also ask for more information if you feel it will help you to be better involved.

### *Questions to ask yourself*

- Do I have enough information about my options to get involved in the decisions about my care?
- Do I fully understand the information I am given about my care?
- Would I like more time to consider my options before discussing my care?
- Are there questions I want to ask during my next HIV consultation?

## TWO YOU HAVE THE RIGHT TO RECEIVE CARE THAT MEETS YOUR NEEDS

You have the right to talk to your healthcare team about what is important to you, so you can work together to choose the best care for you.

You can also choose an HIV clinic where you will receive your HIV care for no charge.

If you're not happy with the care you receive, you have the right to provide this feedback. To learn more on how to make a complaint, visit

[www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/](http://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/).

### *Questions to ask yourself*

- Has my everyday life changed recently in a way that might affect my care needs, or where I access my care? (This could include moving home, additions to your family, change in work)
- Have I been diagnosed with another condition or prescribed a new medication recently?
- Am I happy with the way that my care is being delivered?
- Is there going to be a change in my future circumstances that I need to tell my healthcare team about?

## FOUR YOU HAVE THE RIGHT TO PRIVACY AND CONFIDENTIALITY AND TO EXPECT THE NHS WILL KEEP YOUR CONFIDENTIAL INFORMATION SECURE

There are important rules in the NHS that mean personal information about you, including your HIV status, must be kept confidential.

You may need to talk to your healthcare team about more personal topics, and you can expect this to be kept private.

This also includes reception and support staff within hospitals and clinics who should not discuss your HIV status or personal information with anyone.

If you think your confidentiality has been broken, you can reach out to one of the support groups listed on [www.hivfindyourfour.co.uk/hiv-support-organisations](http://www.hivfindyourfour.co.uk/hiv-support-organisations) who can help you with what to do next. Alternatively, you can follow visit [www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/](http://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/) and find out how to make a complaint to the NHS.

### *Questions to ask yourself*

- Do I know what information should be kept private and confidential?
- Do I think my confidentiality might have been broken in the past?