



RIGHTS TO HIV CARE IN THE UK

Learn about your rights to National Health Service (NHS) and Health and Social Care (HSC) care and feel supported to have open, informed conversations with your healthcare team about what matters to you.

Everyone's life is different, and your needs and priorities may change over time. Your care should reflect what matters to you.

You have the right to use NHS and HSC services free of charge at the point of use.^{1,2}

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, nurses and pharmacists.

As a UK citizen, you can access most of your healthcare free through the NHS or HSC.^{1,2}

If you are unsure about what you have the right to receive, HIV organisations can provide information and support.

If you are a migrant, your rights may change depending on your immigration status. Your healthcare team or support organisations can help you understand what you are entitled to.^{3,4,5}

You have the right to receive care that meets your needs.^{6,7,8,9}

You have the right to talk to your healthcare team about what is important to you, so you can work together to choose care that's right for you and your life.^{10,11}

You can also choose an HIV clinic where you will receive your HIV care for no charge.¹

If you're not happy with the care you receive, you have the right to provide this feedback.¹ You can search online to find out how to make a complaint to either the NHS or HSC.

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)
- Am I happy with the way that my care is being delivered?
- Does my healthcare team give me the opportunity to discuss what matters most to me - without pressure or judgement?

You have the right to be part of the decisions made about your care and treatment.^{11,12}

You should feel confident and supported in every decision about your HIV care and treatment.

You deserve clear information, time to ask questions and the opportunity to discuss what matters most to you.

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?

You have the right to privacy and confidentiality and to expect the NHS and HSC will keep your confidential information secure.^{13,14}

There are important rules in the NHS and HSC that mean personal information about you, including your HIV status, must be kept confidential.^{13,14}

You may need to talk to your healthcare team about more personal topics, and you can expect this to be kept private.^{13,14} This also includes reception and support staff within hospitals and clinics who should not discuss your HIV status or personal information with anyone.^{13,14}

If you think your confidentiality has been broken, you can reach out to your local HIV support organisation who can help you with what to do next. Alternatively you can search online to find out how you can make a complaint to the NHS or HSC.

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?

Visit www.hivchooseyou.co.uk to find more ways to Choose You.

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