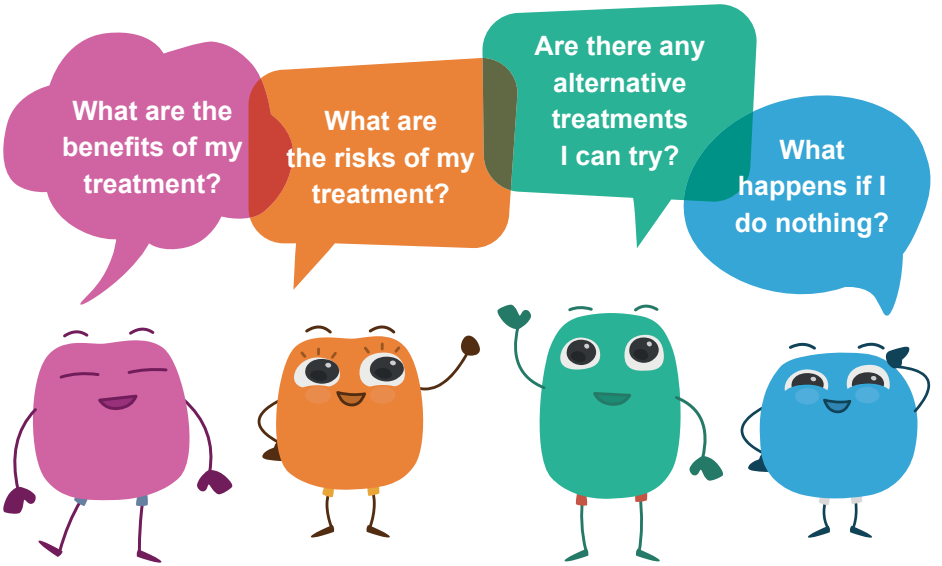
NHS
Hertfordshire Partnership University
NHS Foundation Trust

It's OK to Ask

When you understand what's going on with your health, you can make better decisions about your care and treatment. That's why it's important to ask your healthcare team the right questions.



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Our values
Welcoming Kind Positive Respectful Professional

If you have an appointment to see a doctor, nurse or other healthcare professional, you might be worried or have questions about what your treatment plan is going to be.

We know that when service users understand and are involved about what's going on with their health, they can make better decisions about their care and treatment.

We want you to know that it's OK to ask questions - and knowing the right questions to ask can make all the difference.

You might want to bring a family member or friend along to your appointment, who can help you ask questions.

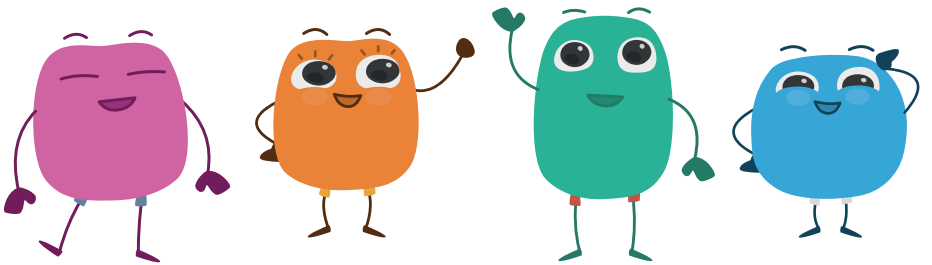
To help you get the most out of your appointment, here are some key questions you may want to ask, together with any others you may have:

What are the benefits of my treatment?

Your healthcare professional will be able to explain why a certain treatment could be a good option for you. They will also be able to discuss the chance of the treatment being successful.

What are the risks of my treatment?

Your healthcare professional will be able to explain the risks or possible side effects of any treatment and how these may be monitored for and managed. They will also be able to explain the chance the treatment won't work.



Are there any alternative treatments I can try?

Your healthcare professional will be able to outline any alternative treatments that may be available to you. They will be able to explain the risks and benefits of the other treatments and also advise which treatment options should be used first.

What happens if I do nothing?

Your healthcare professional can explain what may happen if you choose not to have any treatment at the moment. They will be able to discuss how your condition might change and whether there is a risk your condition might become more difficult to treat later. They will also be able to advise you what to do if you later change your mind.

How long will my treatment take?

Your healthcare professional can explain how long you may have to wait for treatment, how many appointments you will need to attend and how long recovery might take.

Where can I learn about my medication?

Our Choice and Medication website offers information about mental health conditions, treatments and medications.

Visit www.choiceandmedication.org/hertfordshire or scan the QR code.

This website is only permitted for use by service users, carers and healthcare professionals within HPFT.

You can also visit www.nhs.uk/conditions and www.patient.info to learn about other medicines.

Our healthcare staff are more than happy to answer these and any other questions you may have.

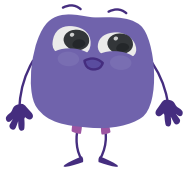
Start feeling more informed about your health today and remember, it's OK to ask.

Your notes and questions

Use this space to write down your own questions to ask, or other information about your planned treatment that you want to remember.

You might also want to note down anything important about your daily life you think your healthcare professional should know about.

Remember to bring this leaflet with you when you come to your appointment.



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This leaflet is adapted with permission from the Hertfordshire and West Essex Integrated Care Board.