Contact us

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The Care Programme Approach (CPA)
Leaflet 4: My Rights
Your care and support is being provided under the Care Programme Approach. This is called being on CPA.

When you are on CPA you have rights.

You will be fully involved in decisions about you.

You will have a signed copy of your Care Plan that you have agreed with your Care Co-Ordinator.

You will have the contact details of your Care Co-ordinator and details of who to contact in an emergency.

You can choose someone to support you with the CPA.

You can say you don’t want to take part in CPA.

You can look at the Information we have about you. If there is any information you cannot look at for legal reasons we will explain why and explain your rights.

You will have a say in who is allowed to look at your personal information.

You can ask for your Care Plan to be reviewed at any time.

You can ask someone else to say what support you should have or ask for someone else to look at your treatment or diagnosis. This is called getting a second opinion.

You can complain if you are not happy about anything to do with your care or support.