



# Anticoagulation UK

## **Patient choice of anticoagulants – who to contact if you feel you were not given a choice.**

If you are advised that you need to take an anticoagulant, it can be helpful and reassuring to discuss the options with your doctor to ensure you are able to make the right choice with their guidance. Once you have left hospital, you may continue to be cared for by your GP and they will need to know what treatment you are taking, the duration recommended and whether you need to have regular monitoring.

All anticoagulants have been approved by The National Institute for Health and Care Excellence and approved by the Scottish Medicines Consortium.

If you feel that at anytime in the process you have not had an opportunity to have an informed discussion around the choice of anticoagulation available for your condition, you should raise this with your doctor in the first instance.

If they are unwilling to advise or offer you a choice of medicine options and you are concerned, you can ask for your situation to be reviewed in the following way:

**At the hospital**, you can contact the Patient Advice and Liaison Service (PALS) team who will be able to look into your complaint. Every hospital has a PALS office and details should be available on the hospital website. If you are not satisfied, you can complain to the Commissioner at your local Clinical Commissioning Group (CCG).

**At the GP practice**, you can speak with the Practice Manager and advise them of the circumstances and they will look into your concerns

If you are being denied access to anticoagulation treatments or access to self-monitoring if you are taking warfarin, then you can escalate your complaint to the CCG or to NHS England

If you are unhappy with the outcome of your complaint you can refer the matter to the Parliamentary and Health Service Ombudsman, who is independent of the NHS and Government.

You may decide to talk to your Member of Parliament about your complaint.  
You can find out who your MP at

<http://www.parliament.uk/mps-lords-and-offices/mps>

Anticoagulation UK (ACUK) aims to help individuals who may need support and guidance in accessing treatments. Resources such as template letters to help in the preparation of a complaint are available on the ACE website:

[www.anticoagulationuk.org](http://www.anticoagulationuk.org)

If you need any additional support contact ACUK  
at: [info@anticoagulationuk.org](mailto:info@anticoagulationuk.org)

Or phone the helpline on 0208 289 6875 (manned during core office hours and answer machine facility)

**Anticoagulation UK, PO Box 405, Bromley,  
BR2 9WP**

**Email: [info@anticoagulationuk.org](mailto:info@anticoagulationuk.org)**