

# **General Medical Council (GMC)**

## **Report on our plan to treat people in a good and fair way**



**An easy read guide to finding out what you think about our plan to treat people in a good and fair way**

## Who we are and what we do



We are the **General Medical Council (GMC)**. We make sure that all doctors are OK to work and keep people safe.

## What our report is about and why we wrote it



We wanted to find you what you thought about our plan to treat people in a good and fair way. We call this plan our **Equality Scheme**.

Before we wrote this plan, we asked some questions. We wanted to find out if you thought the things in the plan were OK. The answers you gave us helped us to write the plan.



This is our report about what we found out.

## 4 main things in our plan



We wanted to put 4 main things in our plan to treat people in a good and fair way. The 4 main things in the plan are



1. Making sure everyone can find out about us and can use our services

2. Helping doctors to look after people in the best way they can

3. Making sure our work is fair

4. Working with other groups to help change things for the better

## Things we did when we asked the questions

We wanted to ask questions to find out what people thought about the 4 main things in our plan.

We asked lots of different people and groups to tell us what they thought.

We

- asked disabled people what they thought about our plan to treat people in a good and fair way - we want disabled people to be part of our work and have their say
- made sure that everyone could answer the questions. For example, we made the questions in Easy Read for people with learning disabilities
- asked the people who work for us at the **General Medical Council** what they thought too

We wanted to ask as many people as we could what they thought about this work and our new plan.



## Things we found out about disabled people



We found out that disabled people and people with learning disabilities liked to answer the questions **face to face**. **Face to face** means having someone in front of you that you can talk to.

If this was not possible then having a talk about things in a group was a good way for them to answer the questions too.



Giving the information in different ways like Easy Read was a good thing. People liked this and it helped them feel part of our work.

## Answering the questions

Some people wanted to answer our questions by going **online**. **Online** means going on the internet.



Some people answered the questions **face to face** or in a group.

Some people answered the questions on paper and sent them back to us.

## Things people told us when they answered the questions

This is what people told us when they answered the questions. We asked them to tell us what they thought about the 4 main things in our plan.

### 1. Making sure everyone can find out about us and can use our services

Most people said that we were doing this part of our work well. They said that we should:

- let more people know who the GMC are and what we do
- work with different groups of people so they can help us make sure we treat everyone in a good and fair way
- make sure our information is clear and easy for people to understand and find

### 2. Helping doctors to look after people in the best way they can

Most people said we were doing this part of our work well too. They said we should:



- give more training to doctors so that every doctor knows how to treat people who have different needs in a good and fair way. This needs to happen when doctors from other countries come to work in the **United Kingdom** too – **United Kingdom** means England, Scotland, Wales and Northern Ireland.

- make sure that people learning to be a doctor at medical school or college know how to treat people in a good and fair way



- make sure doctors know about how to look after disabled people and people with learning disabilities in the right way

### 3. Making sure our work is fair

People said we should:



- support doctors that are being **disciplined** – **disciplined** means having to answer questions sometimes in front of another group called a **panel**. A doctor might have to be **disciplined** if someone thinks they have not been doing their job properly
- let people know about their rights to be treated in a good and fair way by any doctor that looks after them



- make sure all doctors are OK to work and keep people safe – this includes keeping people with learning disabilities and people with other disabilities safe



- make it easy for disabled people and people with learning disabilities to make a **complaint** if they need to – a **complaint** is something you make when you are not happy about something

#### 4. Working with other groups to help change things for the better

People said we should:



- work with other groups who know about doctors from different places and backgrounds so they can also change things for the better
- get lots of different people taking part in our work to treat people in a good and fair way

## Other things we found out from the questions we asked

We found out that people wanted us to:

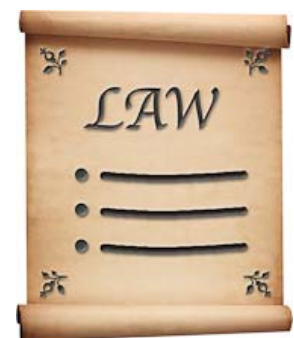


- be a good **employer** so that lots of different people will want to work for us because they know we will treat them in a good and fair way. An **employer** is someone you work for
- find out as much information as we can about the different people who work for us and the people that we work with



- train our staff so they know how to treat people in a good and fair way and can follow the law about this

We want to say thank you to everyone who took part and answered the questions.

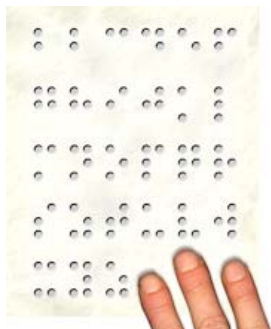


The things we found out will help us write our new **Equality Scheme**. Our **Equality Scheme** is the plan that says what we are doing in all our work to treat people in a good and fair way. It says what we are doing to follow the law in our work too.



We will ask more questions about this plan to check that it is still working. We will write a final plan next in 2011.

## How you can get in touch



If you want to get this **report** in a different way like large print or Braille then you can get in touch with Elaine Bromberg. She works for the GMC. You can do this by

Telephone      **020 7189 5420**

Textphone      **Call 18001 then 020 7189 5420**

Email            **[ebromberg@gmc-uk.org](mailto:ebromberg@gmc-uk.org)**



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