



How to complain about a doctor

General
Medical
Council

Regulating doctors
Ensuring good medical practice



This booklet is for patients in Wales.
Our procedures are the same throughout
the UK, but healthcare and support
organisations do vary.

We have therefore also produced booklets for patients in England, Northern Ireland and Scotland. If you would like one of these booklets, or if you would like one in a different format or language, please phone 0161 923 6602.

How to complain about a doctor

This booklet explains what to do if you are unhappy with the way a doctor has treated you or cared for you. At the General Medical Council (GMC), we recognise the importance of complaints in helping us to regulate the medical profession and to protect patients. We are just one of the organisations responsible for considering patients' concerns.

What can I do if I am concerned about a doctor?

If you want an apology, an explanation or a review of your treatment, you should first contact the place where you received care.

Most complaints about doctors can be settled locally, and more quickly, by the doctor's employers. The NHS hospital, GP practice, private hospital or clinic where you received care has its own complaints procedures. Please contact them for details.

You can find details of the NHS Wales complaints procedures on the NHS website at www.wales.nhs.uk/documents/complaints-leaflet-e.pdf

Other organisations that may be able to help you with your complaint are as follows:

- your local Community Health Council provides a free independent advice and advocacy service. You can get contact details from the Board of Welsh Community Health Councils on 08456 447814
- independent reviews can be carried out regarding unresolved complaints. If you are unhappy about the way your complaint has been dealt with, you can write to the local Independent Review Secretariat. For further information about the independent NHS review procedure in Wales please visit the National Patient Safety Agency website www.npsa.nhs.uk/pleaseask/experience/complaint/general/secretariatsubnav
- cases can also be referred to the Public Services Ombudsman for Wales at www.ombudsman-wales.org.uk
- for more information about the complaints procedure in Wales please contact NHS Direct Wales on 0845 4647
- your local Citizens Advice Bureau.

The GMC has an online, interactive guide to making complaints called *Patients' help*. This can be found, along with all our complaints leaflets and forms at www.gmc-uk.org/concerns

What do I do if I have a more serious complaint?

The GMC is responsible for ensuring that doctors in the UK meet the standards of good medical practice we set for them. This means we can take action in more serious cases if we need to stop a doctor from practising or to restrict their practice in some way.

If you think your doctor is not fit to practise or may be a risk to patients, then please contact us.

If you're not sure whether to report a doctor to us, it may be helpful to discuss your concerns with us by ringing 0161 923 6602. All calls are confidential and we will advise you on what to do.

These are examples of the types of cases in which we may need to act:

- serious or repeated mistakes in carrying out medical procedures or in diagnosis, such as prescribing drugs in a dangerous way
- failure to examine a patient properly or to respond reasonably to a patient's needs
- fraud or dishonesty
- serious breaches of a patient's confidentiality
- any serious criminal offence.

If you think that a doctor has committed a criminal offence, you should contact the police as well as the GMC.

How do I report a doctor to the GMC?

If you have any questions please ring the helpline number on 0161 923 6602.

You can report a doctor to the GMC by:

- writing to us at the General Medical Council Fitness to Practise Directorate, 3 Hardman Street, Manchester M3 3AW
- emailing us at practise@gmc-uk.org or
- filling in and returning the complaint form at the back of this booklet.

We will need the following information from you:

- the doctor's name and work address
- an explanation of your concerns – with dates
- copies of any supporting documents such as relevant medical records
- the names and addresses of anyone else who can support the facts around your concerns.

Please note that it will be difficult for us to investigate complaints if you want to remain anonymous.

What will the GMC do with my complaint about a doctor?

We review all complaints carefully to see if there are issues that we need to investigate. If we decide that we do not need to investigate, we may pass the complaint to the doctor's employer so that it can be handled locally.

If we do decide to investigate, we will need to show the doctor your complaint. Once we have received their comments, we will give you a chance to respond. We will also send you a factsheet called *Investigating concerns* that explains the procedures in more detail.

Once we have collected the information we need, the case will be considered by two case examiners (one medical, the other non-medical) who are senior GMC staff. They will consider whether the concerns are serious enough for the doctor to attend a hearing. If they are, a panel will decide at the hearing if the doctor is fit to practise. A Fitness to Practise Panel hearing is the final stage of our procedures.

What can the GMC do?

If we identify concerns about the doctor that mean we need to take action, we can:

- issue a warning to the doctor
- put conditions on the doctor's registration so that they are only allowed to do medical work under supervision, or so that they are restricted to certain areas of practice
- agree undertakings, for example they agree to retrain or work under supervision
- suspend the doctor's name from the register – so that they cannot practise during the suspension period
- remove the doctor's name from the register so that they cannot practise at all.

What can't the GMC do?

We cannot:

- deal with concerns or complaints about nurses, pharmacists, dentists, opticians, hospital or practice managers or administrative staff, or anyone who is not a registered doctor
- give you a detailed explanation of what happened to you – this can only come from the doctor or the healthcare organisation
- order a doctor to provide the treatment you want
- help you with a claim for compensation
- fine a doctor
- make a doctor apologise to you.

How long will it take for the GMC to consider my complaint?

We appreciate that making a complaint can be stressful, so we will try to consider your complaint as quickly as we can. If we decide to investigate your complaint, we will give you an idea of how long our enquiries will take.

What if I am not happy with the way the GMC has handled my complaint?

We will keep you informed of any action we are taking and provide you with a clear explanation for our decisions. If you are not happy with the way we have handled your complaint, please discuss the problem with the person who handled your complaint. You may contact their manager if you are still unhappy, or email **customerservicemanager@gmc-uk.org**

Other help from the GMC

The GMC has an online, interactive guide to making complaints called *Patients' help*. This can be found, along with all our complaints leaflets and forms at **www.gmc-uk.org/concerns**



Where can I find out more information?

General Medical Council

3 Hardman Street, Manchester M3 3AW

GMCWales office

Regus House, Falcon Drive, Cardiff Bay, CF10 4RU

Fitness to Practise telephone: 0161 923 6602

Email: practise@gmc-uk.org | **Website:** www.gmc-uk.org

Outside the UK telephone: +44(0)161 923 6602

The GMC is a charity registered in England and Wales (1089278) and Scotland (SC037750)

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