

General
Medical
Council

Having your say about your doctor

Please tell us what you think about
some changes we want to make



About us

General
Medical
Council

We are the **General Medical Council** or **GMC** for short.

We make sure that doctors give people good and safe care.

About this document



This document is about:

- Having a say about your doctor
- How your doctor uses what you say



There are some changes we want to make to the rules about this.

We want to know what you think of the changes.



There are some questions for you to answer in this document. Please answer them if you can.



Please give us your answers by **23 July 2019**. You can find out how on page 19.

Why do we want to make changes?



Doctors must show us that they are giving people good care.

They must do this to keep working in the UK.



Doctors must look at:

- What they are doing well
- What they can do better



To help with this, doctors must find out what patients think of them.



Doctors must follow some rules about:

- Finding out what patients think of them
- Using this information to learn and do better



We want to change some of the rules.

We want to make it easier for people to say what they think of their doctors.



At the moment, many people find it hard to have their say.

The changes we want to make and some questions for you to answer

What we will do with the information you give us



We may use some of what you tell us.
For example, in a report we write later on.

But we will not tell anyone your personal
information, like your name or address.

We follow the law about keeping your
information safe.



Tick this box if you want us to keep
your answers private.

The changes we want to make
start on the next page.

Making it easier for people to say what they think of their doctors



At the moment, some patients fill in a form to say what they think of their doctors.

Doctors look at some of the forms to find out what patients think of them.



But there can be problems.

For example, some people find it hard to fill in the form.

We want to change the rules so that:



- Patients can say what they think of their doctors in the best way for them. And at the right time for them
- There are other ways for patients to have a say apart from filling in a form



- Doctors must tell patients how they will use what patients say about them



- Doctors must decide how to ask patients what they think.

Doctors should think about what will work for their patients when they do this



- Doctors must think about how different groups of patients can have a say.

For example, people with a learning disability

Question 1

Do you think these changes will help more patients say what they think of their doctors?



Yes

No

Not sure

If not, why not?

What questions to ask patients



The form that people fill in about their doctors can be hard to understand.

And it might ask questions that are not important to patients.

We want doctors to be able to ask patients other questions instead, like:



- Did your doctor look at your health problem in the right way?
- Did your doctor listen to you?



People should be able to say what they think of their doctors in their own words.



Question 2

Do you think these changes will help people say what is important to them about their care?



Yes

No

Not sure



Is there anything else you want to say about this?

Finding out what patients think of doctors every year



5

At the moment doctors have to look at what patients think about them every **5 years**.



1

We want to change this to **every year**.



Doctors are very busy. So we want them to use information that is already there.

For example, things that patients say to them, letters, cards or information from their managers.



Question 3

Is it OK to ask doctors to look at what patients think of them every year instead of every 5 years?



Yes

No

Not sure

If not, why not?





Using different information from patients

At the moment doctors only look at information that patients are asked to give about them.



We want to change this so that doctors look at things that patients choose to say about them at other times as well.

For example, patients may write a letter or a card.

Question 4

Should doctors look at both types of information from patients:



- Information that patients are asked to give
- And information that patients choose to give at other times?



Yes

No

Not sure



- Do you think this would help more patients say what they think in a way that works for them?



Yes

No

Not sure



If not, why not? And is there anything else you want to say about this?



Question 5

Is there anything else you want to say about how doctors should use what patients say about them?




Question 6

What can health organisations do to help more people say what they think about their doctors?

Question 7

Do you think the changes we want to make are fair for all patients and doctors?
If not, please tell us why.



Questions about you

Please tell us this information if you can and want to. It will help us know what works for different groups of people.

Your first and last name



Your email address





Are you (please tick 1):

A patient

A carer or family member of a patient

Someone else. Please say who

What age are you if you want to tell us?



Are you

A woman

A man

Other

Please tell us if you want to

I don't want to say





Do you have a disability?

Yes No

I don't want to say



What is your ethnic group?

This is about things like where you and your family are from and the language you speak.

White

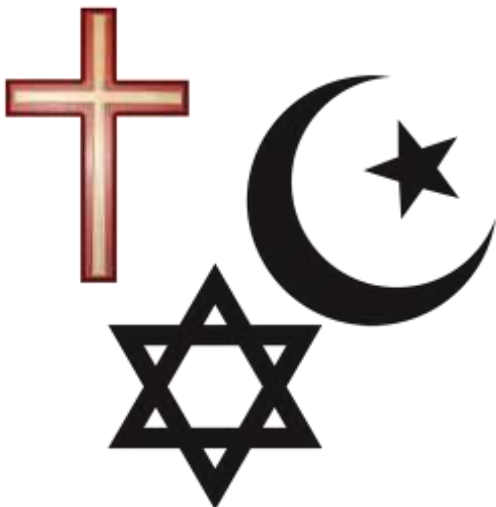
Asian or Asian British

Black, African, Caribbean or black British

Any other ethnic group.
Please tell us what

I don't want to say

What is your religion if you have one and want to tell us?





Are you

Bi. (You might want a relationship with a man or woman)

Heterosexual or straight
(You might want a relationship with a man if you are a woman.
Or a woman if you are a man)



A gay man (a man who might want a relationship with another man)

A gay woman (a woman who might want a relationship with another woman)

Something else. Please say if you want to

I don't want to say



What country do you live in?

For example, England, Northern Ireland, Scotland, Wales or somewhere else.



How to tell us what you think

Please give us your answers by **23 July 2019**.

You can send your answers:



By email to:

patientfeedback@gmc-uk.org

By post to:



Patient Feedback Consultation
General Medical Council
Regent's Place
350 Euston Road
London
NW1 3JN



You will need to print off a copy of this document first.

If you cannot print off a copy you can ask us to send you a copy that has been printed off.



To get in touch about that or any questions about this document:

Phone 0161 923 6602



Or email patientfeedback@gmc-uk.org



What happens next

We will look at what everyone says.

This will help us know what to change.

We will share the new rules for doctors in 2020.

Thank you for taking part.