

Giving feedback to your doctor

If you've been asked for feedback about the care you've received from a doctor, please do try to take part – your views make a difference. Your doctor wants to know what you think, as your feedback helps them improve the care they give.

How does it work?

Step 1 - Give your feedback

You experience first-hand care from your doctor. So, you're in a good position to tell your doctor what they're doing well, and what they could do better. You don't have to give feedback, but if you do, you're providing helpful information. The doctor won't know the feedback is from you. They get a summary of the feedback that all patients have given.

Step 2 - Using your feedback

Your doctor learns from your feedback. Every year your doctor reviews their work with a specially trained person (called an appraiser). They talk about feedback they've received from patients, and what it tells them about the way they work.

Step 3 - Better care for patients

Your doctor will use the feedback to identify things they're doing well – so they can keep doing them – and how they can improve. They'll look at how they can make changes to the way they work, to give better care to their patients.

If you need to give feedback in a different way you should speak to the person who asked you for feedback. A carer, friend or relative may also be able to help you give your feedback.

Tips on giving feedback

- **Be honest:** Your feedback is only useful if it's honest and helps your doctor understand what they can do better. Tell your doctor what they do well so they keep doing it. Tell your doctor what you would like them to do differently so they can improve.
- **Explain any scores:** You might be asked to give your doctor a score on different parts of the care they give you. It's important to explain why you gave that score in the comments (where possible), to help your doctor understand your feedback.
- **Give examples:** Say what your doctor did rather than making general comments. For example, instead of saying 'I didn't understand', try 'I didn't understand because you used lots of medical words that didn't mean anything to me'.

I want to make a complaint about a doctor

If you want to make a complaint about a doctor, you should contact the NHS hospital, GP practice, private hospital or clinic where you received care. They will have a complaints process for you to follow.

Making a complaint is different to giving feedback. Feedback is about giving a doctor information they can learn from. A complain is expressing something unacceptable or unsatisfactory, which needs a formal response.

If you need more information about where to complain, you can find out more at www.gmc-uk.org/concerns/information-for-patients/local-help-services.

To ask for this publication in another format or language, please call us on **0161 923 6602** or email us at **publications@gmc-uk.org**.

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