



Telling your doctor what you think of your care

This is called giving **feedback**



Why is this a good idea?

Your doctor wants to know what you think of the care they give you.

This can help your doctor give better care.



How it works

1. Say what you think of your care

Someone may ask you to fill in a form to say what you think.



You can say if the form is too hard.

There may be an easier form.

Or you can ask someone to help you fill it in.



You do not have to say what you think.
But it can really help your doctor if you do.

Your doctor won't see your name.



2. Your doctor will learn from what you say

Every year your doctor has a meeting with a senior doctor.

They talk about how your doctor is doing.



Your doctor will talk about what people say about their care.

This will help your doctor think about what is working well and what needs to change.



3. Giving people better care

Your doctor will think about what you and other people say about them.

They will look at what they can do to be a better doctor.



Some ideas to help you have your say

1. Be honest and say what you think

Say what your doctor does well and what you want to change.



2. Explain more if you can

The form will ask you to give your doctor a score for different things.



There will be space on the form to say more about this if you want.

Say more if you can. It will help your doctor understand why you gave them that score.

3. Give some examples

Try to say some things that your doctor does well or badly.

Try to say as much as you can. For example, if the doctor uses hard words you could say:

I found it hard because the doctor used hard words that I didn't understand.





If you want to complain about your doctor

This is different to giving feedback.



Speak to staff at the place you got care from.
Like the hospital or doctor's surgery.

They will tell you how to complain.



Speak to us if you think the doctor did something very bad and you think other people may be in danger.

You can phone us on **0161 923 6602**
Or email us at **gmc@gmc-uk.org**



There is an easy read leaflet about how to complain about your doctor.

It is called **What to do if you are not happy with your doctor.**

It is on our website at **www.gmc-uk.org/easyread.**