



# Your maternity care – raising a concern about a doctor

Wales

## We are the General Medical Council (GMC)

We're here to help if you have concerns about how a doctor cared for you or your baby during pregnancy, birth or after birth.

If you think a doctor may have done something wrong, it's likely you and your family have experienced significant distress. We are very sorry.

We're sharing this information to help you decide if you should raise your concerns with us.

## What we do

We set standards that all doctors must follow to give patients good, safe care.

We're independent from hospitals and doctors.

We can look at concerns about how an individual doctor provided care. We can take action to prevent a doctor from putting other patients at risk, now or in the future.

We can't punish doctors for past mistakes, award compensation, or change a hospital's policies. We can only look at concerns about individual doctors. We can't investigate concerns about other parts of your experience, such as wait times or poor hospital practices.

There may have been many people involved in your care or your baby's care. We can look at concerns about all doctors. This includes obstetricians, anaesthetists, paediatricians, A&E doctors, and other kinds of consultants, GPs, or doctors in training.

## What happens if you contact us

We know that raising a concern can feel overwhelming and distressing. You can tell us what happened in your own words.

We will look carefully at what you have told us to decide whether we need to investigate.

We will:

- take your experience seriously, including how it has affected you and your family

- help you understand our process
- let you know when each step starts and ends
- help you find support, such as counselling or advice services.

If we decide to investigate, we'll explain what this will mean for you and how we'll keep you up to date.

If we decide not to investigate, we will explain why, and let you know what other support or options there may be for you.

In some cases, we may need to tell the doctor or the hospital about the concern. We will tell you before we share any information about you or your concern and we'll ask for your views.

We know that waiting for a response can be difficult. We aim to make decisions as quickly as possible. If there is a delay, we will keep you updated.

We also know that you may have needed time for yourself and your family, and it isn't always possible to raise concerns right away. You can raise a concern with us at any time. If the experience you have concerns about was more than five years ago, we may need to ask a few more questions to help us decide if we can investigate.

If you raise a concern with us and we decide to investigate, we offer access to an independent support service to help you if you need it. This is a free, confidential telephone service that you can call. They can offer emotional support and practical advice while we look into your concerns.

## How we work with others

- It may be that the care you and your baby received is being reviewed by another organisation. That might be the hospital, the police, another regulator, or an independent review or inquiry.
- These are separate from us, but we may provide them with information to help find out what happened, and to make sure it won't happen again. When we need to share information, we only do so as the law allows, and we maintain confidentiality wherever possible.
- If you'd like to know more about this, and whether we are helping with a review or inquiry relating to the care provided to you and your baby, please contact us.



# Who else might be able to help?

In most cases, raising your concern where you received your care is the best place to start.

Other organisations can help you if you have a concern about a midwife, nurse, or other type of professional. If you are unsure what type of professional the person you have concerns about is, the hospital should be able to tell you.

If we can't help with your concerns – for example, if we are not the right people to contact – we'll help you find the right organisation to talk to. This might be:

- **Hospitals.** They employ doctors and oversee their day-to-day work. They may be investigating what went wrong. This means that they are often the best people to speak to first about your concerns.
- The **Public Services Ombudsman for Wales (PSOW)**. They can help you if you've already raised a concern with an NHS hospital and you feel the hospital has not taken the right actions.
- **Healthcare Inspectorate Wales (HIW)**. They act to protect patients when health services are unsafe – for example, by making sure leaders in a hospital take action to fix problems.
- **Llais**. They can support you to raise a concern about an NHS or social care service.
- The **Nursing and Midwifery Council (NMC)**. They can help if you have concerns about a nurse, midwife, or nursing associate.

## How to contact us

You can contact us by:



- filling in a [simple form](#) on our website (more info on this below)



- calling us to speak to someone: 0161 923 6602.

It's okay if you aren't sure of the name of the doctor when you contact us – we will do our best to find this out using other available sources of information.

If you need help filling in forms or have questions, please call us on 0161 923 6602.

**For more information** about how we look at concerns, and to raise a concern, scan the QR code below – it will take you to our website, where you will find more information. If you're unable to scan the QR code, please visit [www.gmc-uk.org/maternity-concerns](http://www.gmc-uk.org/maternity-concerns).



To ask for this publication in another format or language, please call us on **0161 923 6602** or email us at **[gmc@gmc-uk.org](mailto:gmc@gmc-uk.org)**.

I ofyn am y cyhoeddiad hwn mewn fformat neu iaith arall, ffoniwch ni ar **0161 923 6602** neu e-bostiwch ni ar **[gmc@gmc-uk.org](mailto:gmc@gmc-uk.org)**.

You are welcome to contact us in Welsh. We will respond in Welsh, without this causing additional delay.

Mae croeso i chi gysylltu â ni yn Gymraeg. Byddwn yn ymateb yn Gymraeg, heb i hyn achosi oedi ychwanegol.

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