

What to do if you are not happy with your doctor



General Medical Council

Who we are

We are called the **General Medical Council**.



We make rules about how doctors should treat you.



If doctors don't follow these rules we can stop them from being a doctor.



There is an easy read leaflet about the rules doctors need to follow.

It is called **Going to the doctor: what should happen** and is on our website at www.gmc-uk.org/easyread



The rest of this leaflet says what to do if you think a doctor has not followed these rules.



What we can help you with

We can help you with things like if your doctor

- makes a bad mistake with your treatment
- does not do the right things to find out why you are ill
- tells lies about any mistakes they have made
- tells other people private information without asking you first
- does a crime.





What we can't help you with

We can't help you with things like

- seeing a different doctor
- health staff who are not your doctor.
Like a nurse or other health staff
- if you have an argument with your doctor
- telling a doctor to give you medicine.



If you are not happy with things like this the **NHS** should help you.

The **NHS** is the group that gives people healthcare.



Go to the place where your doctor works to find out more about how the NHS can help you.



How to tell us if you are not happy with your doctor

You can fill in the form in the rest of this leaflet.



Or you can tell us in another way. You can find out other ways to get in touch with us at the end of this leaflet.



About filling in the form

You might want to ask someone to help you with the questions on the next few pages.

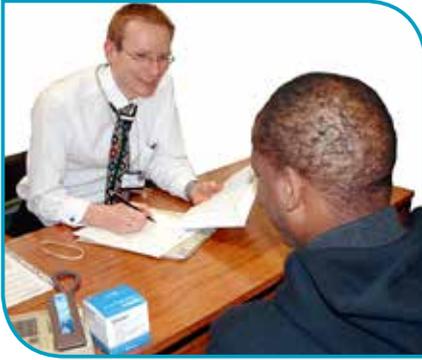


If you are not sure about any of the questions that is fine.



You can do the form

- by writing your answers with a pen
- on the computer.



Why you are not happy with your doctor

1. What happened when you saw the doctor?

Please tell us things like

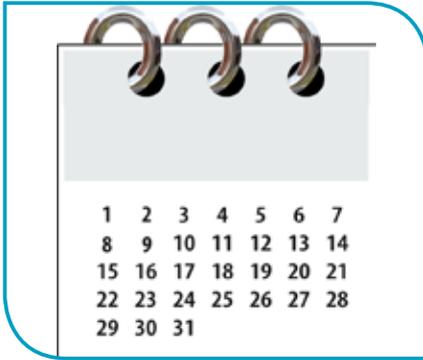
- what you think the doctor did wrong
- anyone else you told what happened.
For example if you talked to the NHS.



A large, empty rectangular box with rounded corners, intended for the user to write their response to the survey question.

Why you are not happy with your doctor

2. When did you see the doctor?



3. Where did you see the doctor?



4. Who was the doctor?





How we can get in touch with you to say what we will do next

5. Please tell us

Your name



Your phone number



Your email address if you have one



6. How should we get in touch with you?

For example we can give you information

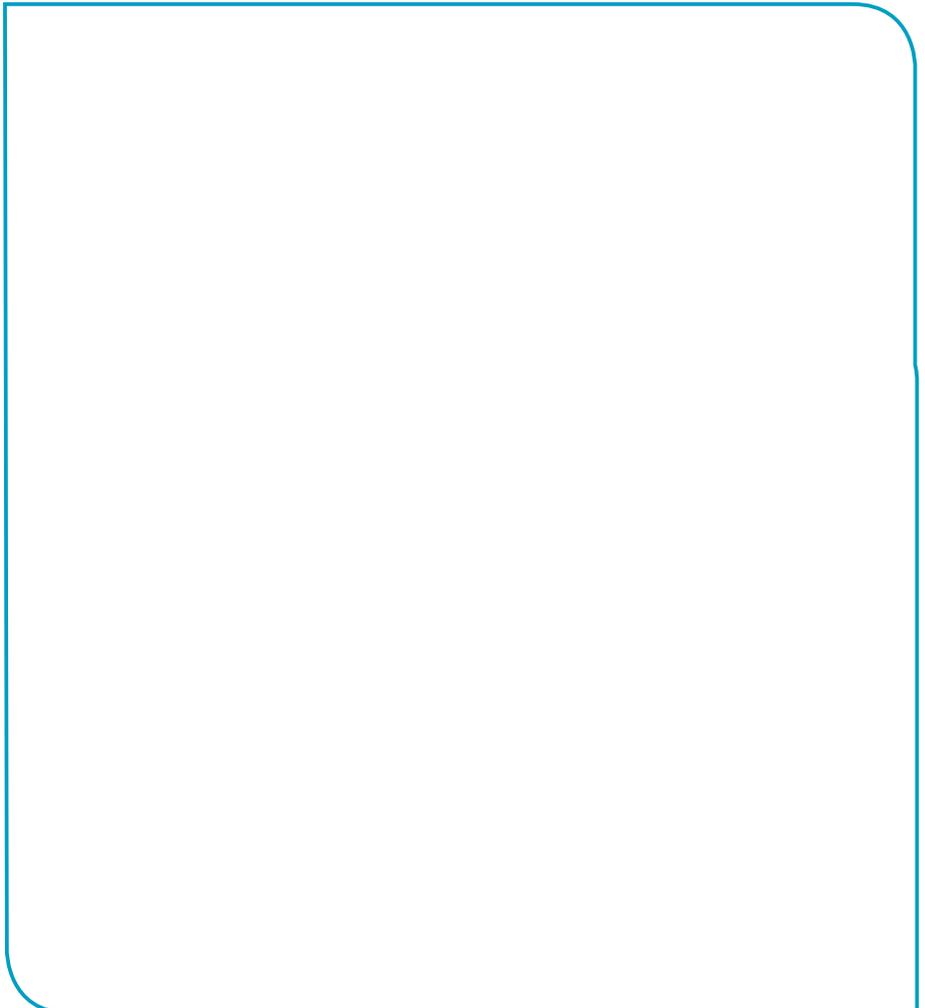
- using easy words and pictures



- on the phone



- using big writing.



What you need to know first



We may need to tell your doctor or other people about your complaint.



We will only do this if we can help with your complaint.



If you send us the form it means you agree to this.



What will happen after you send us the form

We might ask you some more questions about what happened.

We will tell you what we will do next.



We will say if we can help you. Or tell you who to speak to.



Where to send the form

Please put the form in an envelope and send it to

General Medical Council
Fitness to Practice
3 Hardman Street
Manchester
M3 3AW



You need to put a stamp on the envelope.



Or you can email the form to **practise@gmc-uk.org**



Find out more

If you have any questions you can

- phone 0161 923 6602



- General Medical Council
Fitness to Practice
3 Hardman Street
Manchester
M3 3AW



- email practise@gmc-uk.org



- look on the part of our website with easy words and pictures. It is here www.gmc-uk.org/easyread