

General
Medical
Council

Unhappy with a doctor?

What to do and how to tell us about it



easy
read

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In this easy read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are [blue and underlined](#). These are links which will go to another website which has more information.

Introduction



We are the General Medical Council.
We make sure that doctors work
safely to protect patients.



We have rules about how doctors
should behave.



This guide will help you if you are
unhappy with your doctor.

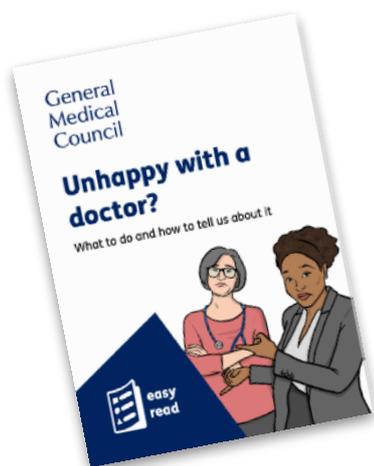
Help if you are unhappy with a doctor



If you are unhappy with your doctor, you should speak to someone about it.



You won't get into trouble or be treated badly if you tell us that you are unhappy with a doctor.



In this guide, we explain what you should tell us about and who else can help

When to tell us you are unhappy



You can tell us you are unhappy with your doctor at any time.



You can tell us that you are unhappy with how a doctor is treating you or someone else.

How to tell us



The easiest and quickest way to tell us you are unhappy is by filling out the online form here: www.gmc-uk.org/concerns/raise-a-concern

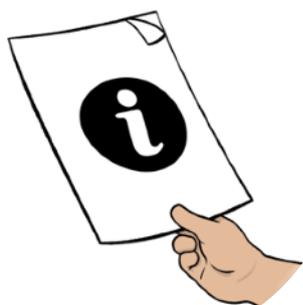
If you would like help to tell us about why you are unhappy with your doctor, please call: **0161 923 6602**

What we do if you tell us you are unhappy



When you have told us you are unhappy with a doctor, we will decide whether it is something that we can **investigate**.

An **investigation** is when we look into something.



If we can investigate, we will give you the details of a member of our staff who will help you and explain what happens next.

What we can investigate



We usually only investigate where a doctor:

- has made a serious mistake, or made the same mistake more than once



- does not behave properly towards a patient



- has been violent, or behaved wrongly in a sexual way towards someone



- has done something that is against the law



- is treating people differently because of their age, race, religion, gender, sex or **sexuality**

Sexuality means who you are attracted to.



- has lied



- is too ill to work properly



- can't speak English well enough.

What we can't investigate



We won't investigate where a doctor:

- has made a small mistake



- is rude



- disagrees with you.



We won't investigate:

- if you are unhappy with other health professionals



- if you have had to wait a long time for your treatment



- if a hospital or surgery is not clean and tidy.

Things we can't help with

There are some things we can't help you with. These include:



- explaining your treatment



- making your doctor pay a fine



- making your doctor say sorry



- looking at an investigation that has been done by another organisation



- making a doctor give you a different treatment.

Who can help if we can't



It's best to start by talking to the people who were involved with your care or treatment.



You can speak to the hospital, surgery or clinic where you got your care, to tell them you are unhappy.



If this doesn't help or if you don't want to deal with it in this way, you could go to:



In England

NHS England

Website:

www.england.nhs.uk/contact-us/complaint/complaining-to-nhse

Phone: [0300 311 22 33](tel:03003112233)

If you are not happy with the result of your complaint, you can ask the Health Service Ombudsman to help.

Website: www.ombudsman.org.uk

Phone: [0345 015 4033](tel:03450154033)

You can also contact Healthwatch.

Website: www.healthwatch.co.uk

Phone: [03000 683 000](tel:03000683000)



In Northern Ireland

Northern Ireland Health Service

Website:

www.nidirect.gov.uk/articles/raising-concern-or-making-complaint-about-health-services

If you are not happy with the result of your complaint, you can ask the Northern Ireland Ombudsman to help.

Website: www.ni-ombudsman.org.uk

Phone: [0800 343 424](tel:0800343424)

You can also contact the Patient and Client Council.

Website:

www.patientclientcouncil.hscni.net

Phone: [03000 683 000](tel:03000683000)



In Scotland

NHS Inform

Website: www.nhsinform.scot

Phone: [0800 22 44 88](tel:0800224488)

If you are not happy with the result of your complaint, you can ask the Scottish Public Services Ombudsman to help.

Website: www.spsso.org.uk

Phone: [0800 377 7330](tel:08003777330)

You can also contact the Patient Advice and Support Service.

Website: www.cas.org.uk/pass

Phone: 0800 917 2127



In Wales

NHS Wales

Website:

[www.wales.nhs.uk/ourservices/
contactus/nhscomplaints](http://www.wales.nhs.uk/ourservices/contactus/nhscomplaints)

If you are not happy with the result of your complaint, you can ask the Public Services Ombudsman for Wales to help.

Website: www.ombudsman.wales

Phone: [0300 790 0203](tel:03007900203)