

Giving feedback to your doctor

If you have been asked for feedback about the care and treatment you've received from your 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 look at how they can improve the care they give.

How does it work?



STEP 1

Give your feedback

You experience first-hand the care your doctor provides. 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 your feedback, but if you do, you're providing valuable information. Your doctor won't see your individual response.



STEP 2

Using your feedback

Your doctor learns from your feedback. Every year your doctor must formally review their work when they have an appraisal with a senior doctor.

They'll talk about the feedback they've received from their patients, and what this tells them about their practice.



STEP 3

Better care for patients

Using the feedback, your doctor will identify the things they are doing well – so they can keep on doing them – and also where they can improve.

They'll look at how they can make practical changes to how they work to improve the care they give to their patients.

If you need a questionnaire in a different format you should ask the person who asked you to complete it. A carer, friend or relative can also help you to 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 to be a better doctor. 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 your score:** You'll be asked to score your doctor on different aspects of their care. Giving more information in the comments box is important, particularly when you have given a low score. It will help your doctor understand your feedback.
- **Give examples:** Say what your doctor did rather than making general comments. For example, instead of writing 'I didn't understand', try 'I didn't understand because you used lots of medical words that didn't mean anything to me'.

You can find out more about giving feedback to your doctor on our website at www.gmc-uk.org/patientfeedback.

I want to make a complaint about my doctor

If you want to make a complaint about your 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, which is entirely separate to giving feedback about your doctor.

If you have a serious concern and you think the doctor may be a risk to patients, you should contact us.

If you need more information about where to complain, use our interactive guide to making complaints called *Patient's help*. You can find this at www.gmc-uk.org/patientshelp.

You can still fill in the feedback questionnaire even if you make a separate complaint.

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