

How doctors collect and use patient feedback



July 2019

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Background

April saw the launch of the General Medical Council's public consultation on changes to patient feedback requirements for re-validation. Healthwatch Greenwich were asked to take part.

All licensed doctors must undergo re-validation to maintain their licence to practice and show they are up to date and fit to practice medicine in the UK. Collecting feedback every five years is a key part of this process.

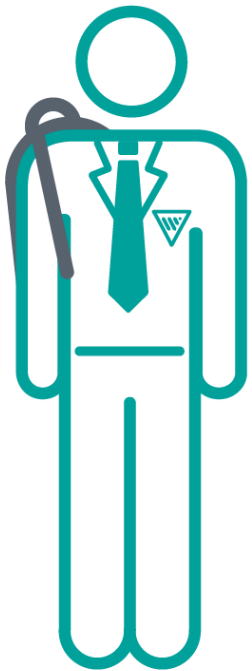


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What we did

In July 2019, we held a discussion event on the consultation proposals. 14 local residents, and representatives from patient and BAME groups came along to share their views.



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What are the new proposals?

Under the new proposals, doctors will have to collect patient feedback every year instead of every five years.

The GMC also proposes doctors should reflect on unsolicited feedback, and that they no longer need to use a structured questionnaire



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What you told us

- Doctors should be reviewing feedback every year, not every five years.
- Informal feedback may skew away migrant populations who might be fearful of sharing negative feedback, worried that it may effect the quality of future treatment.
- Greater flexibility in doctors collecting feedback from patients could make it less reliable and less representative.
- An independent body, like Healthwatch, should be responsible for collecting patient feedback to reduce possible bias.





Your suggestions

- It's important to have a standardised way of collecting patient feedback, in addition to informal and unsolicited feedback.
- Doctors should collect a minimum percentage of feedback based on the number of patients seen.
- Doctors should pay attention to demographic trends in feedback received, ie analysis by protected characteristics to understand the experience of different groups.



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We work to protect patient safety and support medical education and practice across the UK. We do this by working with doctors, employers, educators, patients and other key stakeholders in the UK's healthcare systems.

You can learn more about what we do at www.gmc-uk.org.

You can also find out about the workshops we offer to doctors and access our data and research.

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Greenwich

Healthwatch Greenwich is the consumer champion for health and social care in Greenwich. Our role is to understand what matters most to people and use that information to influence the way services are designed, delivered and monitored.

Contact Us

Online:

www.healthwatchgreenwich.com

By Email:

info@healthwatchgreenwich.co.uk

By Telephone:

020 8301 8340

Facebook:

www.facebook.com/healthwatchgreenwich

Twitter:

[@healthwatchgreenwich](https://twitter.com/healthwatchgreenwich)