General Medical Council

Example of a complaint to the GMC

This is an example of a letter containing the key information we need to investigate a complaint about a doctor. What are your name, address and contact details? Who is the doctor? Provide us Mr J Smith with the doctor's name, 1 Any Road GMC reference number and **Any Town** their position. If you are having **Any City** problems doing this, please go to **Postcode** www.gmc-uk.org/identify_a_doctor. Where did the jsmith@email.uk incident occur? Phone number Dear GMC When did the incident happen? I wish to complain about my local GP, Dr Richard Jones (GMC reference number 1234567) at the Any Town GP Surgery, 123 Any Road I accompanied my daughter to have a consultation with Dr Jones initially in November 2013. My eight-year-old daughter, Andrea, suffers from severe asthma and she has had several appointments with Dr Jones since the initial consultation because her asthma had been getting steadily worse and he has Who is the not done anything to help. At each consultation he refused to change her drugs, failed to examine her Was anyone else patient? chest and airways and would not make a referral to a specialist. On each occasion my daughter present during the was accompanied by either myself or my wife. < incident? At the most recent consultation in July 2014 she explained that she was often having trouble breathing at rest and that her asthma attacks were getting worse. I asked that Dr Jones prescribe stronger medication What are your to help her. He refused saying he would not write a prescription and again did not bother to examine concerns about my daughter's chest in relation to her breathing difficulties. He said that it was because of the hot the doctor? weather we had recently and my daughter would be fine in a couple of days. Obviously I was disappointed but thought that Dr Jones might be right this time and I asked my daughter to let me know if she had any further problems; and we would go and seem him again. Two days later my daughter collapsed at school and was rushed to Any Town Hospital. She was later diagnosed with something called tracheal stenosis. Are there any other I can't believe Dr Jones didn't do anything to help my daughter or investigate the problems further. I have complained to my local trust which advised that this is a serious matter. I have enclosed their letter. clinics or hospitals However, I feel I need to let you know to make sure other parents don't go through the same situation. that treated the Have you patient? complained to I understand that my daughter and I may need to sign a consent form in order for you to investigate and the local NHS would be happy to receive this by email. organisation or anybody else? Do you have any Yours sincerely What is the best way to communicate relevant documents Mr | Smith with you should we need further that will help us? information?