



# Going to the doctor

## What should happen

Working with doctors Working for patients

---

General  
Medical  
Council

# General Medical Council

## Who we are

We are called the **General Medical Council**.  
Or **GMC** for short.



We make the rules about what doctors need to do.

Doctors have to follow these rules.

This leaflet talks about these rules.

## What this leaflet is about

This leaflet is about going to the doctors.



It will help you know

- what should happen
- what you can do.





## The care you get

Here are the things your doctor should do.

- Listen to what you say and what you think.



- Find out what is wrong with you. They may need to check your body to do this.



- Think about your health and what is best for you.
- Be polite and treat you in a good way.



Health staff giving you care should say who they are and how they will help.

## Information about your health

Here are some things your doctor should do.

- Give you information in an easy way for you.
- Say what medicine or treatment you may need.



You can decide what treatment you want.

You can say no to treatment if you want.

You and your doctor can talk about it together.



Ask your doctor if you are not sure of anything.

You can take someone with you to the doctor if you like.



Your doctor can tell you things again if you are not sure.

You can see another doctor if you are not happy with what your doctor says.





## Information doctors keep about your health

Your doctor keeps some information about your health.

They may need to share this information with other health people, like nurses or social workers.

This is to make sure you get good care.

Everyone will keep your information safe.

But speak to your doctor or staff at your doctors if you are worried about this.

## Keeping you safe

Doctors must do something if they think someone is not safe.

Doctors must tell you if they do something wrong or if something bad happens with your care.





They have to tell some other people as well.  
This is to stop the problem happening again.



Your doctor should say sorry if they need to.



Doctors should never do things like touch you in a sexual way or say sexual things to you.



Tell a doctor, nurse or other health person if

- you don't feel safe



- something went wrong, like your medicine made you very ill



- you think someone else isn't safe.



## If you think your doctor did something wrong

You can complain. This is when you say you are not happy with your doctor.



You can complain at the place where you saw the doctor.



Ask staff there if you are not sure how to complain.



There is an easy read leaflet that tells you more about how to complain. It is on our website at [www.gmc-uk.org/easyread](http://www.gmc-uk.org/easyread).

If you are not sure what to do call us on 0161 923 6602.



## Making sure doctors do their job well

Doctors need to follow the law and the rules we give them.



Doctors need to do lots of checks to make sure they are doing a good job.



Sometimes your doctor may not be able to help you.

They may say you need to see another health person who can help you more.



There is a website for doctors to help them support people with a learning disability.

You can tell your doctor about it if you like.  
[www.gmc-uk.org/learningdisabilities](http://www.gmc-uk.org/learningdisabilities)





## What you should do

Go to your appointments.  
Or tell staff at your doctors if you can't go.

Tell staff if you need any support with your appointments.



Tell your doctor everything you can about your health problem.

Be polite to your doctor.



Do what your doctor says about taking your medicine or having treatment.

Check if you are not sure about anything.



Tell staff at your doctors what you think of your care. This can help your doctor do a better job.