The IMPACT study
1. Consent to participate in the study
This is an electronic form of consent for the study. By ticking the boxes below, you agree to take part in the study.
All information that you provide is ANONYMOUS and CONFIDENTIAL and held in strictest confidence. You will not be asked to provide any information that can be used to identify you nor can you be identified by us by filling in any part of this survey.
1. I consent to the use of my survey results to better understand the impact of complaints and investigations on doctors and their practice.
○ Yes
<b>2.</b>
3. Demographics
This section will ask you some general questions about you and your background.
2. How old are you?
3. What is your gender?
C Female C Male
4. What is your Marital Status?
5. What is your Ethnic Origin?
6. In which year did you qualify?
7. If you qualified outside the UK, in which year did you come to the UK to practice

8. If relevant, in which year did you complete your specialist training?

medicine?

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The IMPACT study
9. In which country did you complete your medical training?
10. Where is your principal workplace? (where you spend the majority of your working
time)
☐ GP surgery
☐ Elsewhere in primary care
☐ District general hospital
☐ University teaching hospital
☐ Academic institution
Private practice clinic/hospital
Other (please specify)
11. What is your specialty?
Other (please specify)
12. Is your current post
Part time
☐ Part time - Locum
Full time
☐ Full time - Locum
Self-employed contractor
— Sen-employed contractor
13. What is your grade?
Other (please specify)
14. How long have you worked in your current post?
14. How long have you worked in your current post:
4. Informal and formal complaints

_												
No												
Yes, and it is either ongoing or was	resolved within the	e past 6	month	S								
Yes, and it was resolved more than	6 months ago											
About your complaint	ŧ											
6. Please enter how man	y of each of	f the	follo	wing	j you	hav	e had	I				
formal completely		0	1	2	3	4	5	6	7	8	9	1
ormal complaints		0	0	0	0	0	0	0	0	0	0	(
ormal complaints erious untoward incidents		0	0	0	0	0	0	0	0	0	0	(
referrals to the GMC		0	0	0	0	0	0	0	0	0	0	(
8. What was the reason g	_	_		_		t / re	ferra	I to ti	he GI	MC (i	f mo	re
B. What was the reason gran one, please select the Clinical complaint  Clinical performance (i.e. concerns of the Personal conduct (e.g. dishonesty, and the concerns of the c	e most serion	DUS a	alleg	ation		t / re	ferra	l to t	he GI	MC (i	f mo	re
Clinical performance (i.e. concerns a Personal conduct (e.g. dishonesty, a Criminal offence (e.g. dangerous dri	e most serion raised about your strains with patients iving, fraud)	practice	alleg	ation		t / re	ferra	I to t	he GI	MC (i	f mo	re
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8. What was the reason gran one, please select the Clinical complaint  Clinical performance (i.e. concerns to Personal conduct (e.g. dishonesty, a	raised about your ffairs with patients iving, fraud)  nt come fro Yes	practices)	allega	ation		t / re	ferra	I to t	he GI	MC (i	f mo	re

If more than one, please seld If the investigation is ongoin	ect the n	nosts		egat		nas tak	en up to this
ooint							
22. If you were referred to th		-	•	•	_		ake (in month
f it is still ongoing, please s	tate how	/ long	it has tal	cen u	ıp to this	point	
				٠.			
23. How stressful did you fir procedure?	nd the to	llowir	ng aspect	s of t	ine GMC		
oroccuare:	Extremely stressful	2	Somewhat stressful	4	Not at all stressful	N/A	
The initial GMC investigation	0	0	0	0	0	0	
The decision to hold a Fitness to Practice hearing	0	0	0	0	O	0	
The Fitness to Practice hearing itself	0	0	0	0	0	0	
The appeal	0	0	0	0	0	0	
<ul><li>□ No fault / exonerated</li><li>□ Retraining imposed</li></ul>	or the co	тріа	int / proce	edure	97		
No fault / exonerated	or the co	тріа	int / proce	edure	<b>?</b> ?		
<ul> <li>No fault / exonerated</li> <li>Retraining imposed</li> <li>Disciplinary action</li> <li>Suspended from practice</li> </ul>		тріа	int / proce	edure	•?		
<ul> <li>□ Retraining imposed</li> <li>□ Disciplinary action</li> <li>□ Suspended from practice</li> <li>□ Struck off from the register</li> <li>□ The process was not clearly concluded</li> </ul>		тріа	int / proce	edure	•?		
<ul> <li>No fault / exonerated</li> <li>Retraining imposed</li> <li>Disciplinary action</li> <li>Suspended from practice</li> <li>Struck off from the register</li> </ul>		<b>тр</b> іа	int / proce	edure	•?		
<ul> <li>□ No fault / exonerated</li> <li>□ Retraining imposed</li> <li>□ Disciplinary action</li> <li>□ Suspended from practice</li> <li>□ Struck off from the register</li> <li>□ The process was not clearly concluded</li> <li>Other (please specify)</li> </ul>					•?		
<ul> <li>□ No fault / exonerated</li> <li>□ Retraining imposed</li> <li>□ Disciplinary action</li> <li>□ Suspended from practice</li> <li>□ Struck off from the register</li> <li>□ The process was not clearly concluded</li> <li>Other (please specify)</li> </ul>					• <b>?</b>		
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No fault / exonerated Retraining imposed Disciplinary action Suspended from practice Struck off from the register The process was not clearly concluded Other (please specify)  25. At any point during the in				I Yes	No		
No fault / exonerated Retraining imposed Disciplinary action Suspended from practice Struck off from the register The process was not clearly concluded Other (please specify)  25. At any point during the interpretation of the control of the contr				Yes	No O		
No fault / exonerated Retraining imposed Disciplinary action Suspended from practice Struck off from the register The process was not clearly concluded Other (please specify)  25. At any point during the in Take sick leave Take unpaid leave Have supervised practice				Yes C	No O		
<ul> <li>No fault / exonerated</li> <li>Retraining imposed</li> <li>Disciplinary action</li> <li>Suspended from practice</li> <li>Struck off from the register</li> <li>The process was not clearly concluded</li> </ul>				Yes C C	No O O		

8. Please estimate the indirect financial of the investigation (if relevant)	osts (e.g. loss of earni	ings, in GBP) to you as
9. At any point of the inquiry, did you do a	ny of the following	
in and the founds of fine day the section	Yes No	
peak to family / friends about it	0 0	
epeak to your colleagues about it	0 0	
ccess support from a medical professional support organisation	0 0	
ngage an independent solicitor or barrister	0 0	
Vere your case or the complaint published in the media (including nedia)		
ccess support from the BMA employment advice service	0 0	
ccess support from the BMA counselling / other support organisati	0 0	

# 30. As a consequence of the inquiry, to what extent do you agree/disagree with the following statements

	Strongly Agree	2	Neutral	4	Strongly Disgree	N/A
The potential consequences of the enquiry were clear to me throughout the process	0	0	0	0	0	0
I clearly understood the process	0	0	0	0	0	0
The process was transparent	0	0	0	0	$\odot$	0
Going through the process, I felt that I was assumed guilty until proven otherwise	0	0	O	0	O	0
I felt as if I had been scapegoated	0	0	0	0	0	0
I felt I had no control over what was happening to me	0	0	0	0	0	0
I felt alone in the proceedings	0	0	0	0	$\odot$	0
My complaint was primarily related to conflicts with colleagues	0	0	0	0	0	0
I felt well supported by my management	0	0	0	0	$\odot$	0
I felt well supported by my colleagues	0	0	0	0	0	0
I felt well supported by my medical professional support organisation	0	0	0	0	0	0
I felt well supported by my defence organisation	0	0	0	0	0	0
I felt that the complaint was fair	0	0	0	0	0	0
I felt that the complaint was reasonably dealt with	0	0	0	0	0	0
I felt that there were unnecessary delays in the process	0	0	0	0	0	0
I felt my complaint was handled competently	0	0	0	0	0	0
I was worried about the complaint escalating further	O	0	O	0	0	0
I felt that the consequences were proportionate	0	0	0	0	0	0
I felt that the nature of the process was overly punitive	O	0	O	0	0	0
I felt that the complaint was vexatious	0	0	0	0	0	0

# 31. To what extent did the following apply in relation to the process of the complaint or procedure you experienced

	Not at all	2	To some extent	4	Definitely
Normal process was not followed	0	0	0	0	0
The documentary record such as minutes produced by the investigative body was fair and accurate	0	0	0	0	0
The time scale for the investigation was needlessly protracted	0	0	0	0	0
I was kept well informed of when or if I could bring representation to meetings	0	0	0	0	0
I believe there was inappropriate or vexacious use of the hospital clinical risk process	O	0	0	0	0
I felt the complaint arose because of dysfunctional relationships within the clinical team	O	0	0	0	0
I felt victimised because I had been a whistleblower for clinical or managerial failures	0	0	0	0	O
Clinical issues were found after the initial complaint and used against me	$\circ$	0	O	0	$\circ$
I felt bullied during the investigation	0	0	0	0	0
I felt managers used the process to undermine my position	0	0	0	0	0
I felt clinical colleagues used the process to gain an advantage either financially or professionally	O	0	0	O	0
Other (please specify)					

# 32. During the inquiry, to what extent were you worried about the following outcomes

	A lot	2	To some extent	4	Not at all
Loss of livelihood	0	0	0	0	0
Public humiliation	0	0	0	0	0
Professional humiliation	$\odot$	0	0	0	0
Having aspects of your clinical practice restricted	0	0	0	0	0
Family problems	0	$\odot$	0	0	0
Having a marked record in the future	$\circ$	0	0	0	0
Financial costs	$\odot$	$\odot$	0	0	0

#### 33. Currently, to what extent do you worry about complaints being made against you?

0	A great deal / nearly all the time
0	2
0	To some extent
0	4

O Not at all

34. To what extent do you agree with the follow					
	owing sta	temen	ts?		
	Strongly agree	2	Neutral	4	Strongly disagree
Complaints are usually due to bad luck	0	0	0	0	0
A doctor who receives more complaints than other colleagues usually does so because of poor clinical performance	O	0	0	0	O
Complaints are caused by litigatious patients	$\odot$	0	0	0	0
Doctors are hounded by the media	0	0	0	0	0
Doctors who receive complaints against them are generally unsuitable to practice medicine	0	0	0	0	O
I feel the need to please my colleagues to avoid complaints against me	0	0	0	0	0
Making a complaint is a good way of getting rid of colleagues that are "inconvenient"	0	0	0	0	0
Receiving a complaint would seriously affect my future career prospects	0	0	0	0	0
I have considered changing my career because of the high risk of receiving a complaint in my speciality	0	0	O	0	0
A great deal / nearly all the time					
⊙ 2					
C To some extent					
O 4					
○ Not at all					

Doctors are hounded by the media  Doctors who receive complaints against them are generally unsuitable to practice medicine  I feel the need to please my colleagues to avoid complaints against me  Making a complaint is a good way of getting rid of colleagues that are "inconvenient"  Receiving a complaint would seriously affect my future career prospects  I have considered changing my career because of the high risk of receiving a complaint in my speciality  87. To what extent do you agree/disagree with the  Strongly Agree  Complaints are primarily related to conflicts with colleagues  If I had a complaint made against me, I am confident that my management would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me		© © © © © © © © © © mathematical control of the con	0 0 0 0 0 0	disagree  O  O  O  Strongly Disgree
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Strongly Agree  Complaints are primarily related to conflicts with colleagues  If I had a complaint made against me, I am confident that my management would support me  If I had a complaint made against me, I am confident that my colleagues would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me  If I had a complaint made against me, I am confident that my medical professional support organisation would support me  If I had a complaint made against me, I am confident that my defence organisation would support me	2	Neutral C	4 C	Disgree
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management would support me  f I had a complaint made against me, I am confident that my colleagues would support me  f I had a complaint made against me, I am confident that my medical professional support organisation would support me  f I had a complaint made against me, I am confident that my defence organisation would support me	0	$\circ$	$\circ$	
colleagues would support me  f I had a complaint made against me, I am confident that my medical professional support organisation would support me  f I had a complaint made against me, I am confident that my defence organisation would support me			*	O
medical professional support organisation would support me  If I had a complaint made against me, I am confident that my  defence organisation would support me	0	O	0	0
defence organisation would support me	0	O	O	O
Overall, I believe that the complaints process is fair	0	0	0	0
	0	0	O	0
Overall, I believe that complaints are reasonably dealt with	0	0	0	0
Overall, I believe that the complaints process is handled competently	0	0	0	0
Overall, I believe that the consequences are proportionate in the complaints process	0	O	O	О
Overall, I believe that the complaints process is vexatious	0	0	0	0
Overall, I believe that the complaints process is overly punitive	0	0	0	0
Medical History				

	In the past 12 months, have you suffered from any of the following health conditions
ors	stressors (please tick all that apply)?
	Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)
	Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)
	Depression
	Anxiety
	Anger & irritability
	Other mental health problems
	Suicidal thoughts
	Sleep problems / insomnia
	Marital / relationship problems
	Frequent headaches
	Minor colds
	Recurring respiratory infections
If ye	s - please specify
39.	In the past 12 months, have you experienced any additional life stressors (e.g.
	In the past 12 months, have you experienced any additional life stressors (e.g. eavement, accident, etc.)
bei	eavement, accident, etc.)
bei	eavement, accident, etc.)  Yes
bei	eavement, accident, etc.)  Yes  No
bei	eavement, accident, etc.)  Yes  No
bei	eavement, accident, etc.)  Yes  No s please specify  Have you ever been aware of, or other people raised concerns, that you are drinking much alcohol or taking (prescribed or non-prescribed) drugs?  Yes, in the past (more than 6 months ago)  Yes, currently (in the last 6 months)

			Never	2	Sometimes	4	Ofter
Did you change the way you practice medicine?			0	0	0	0	$\odot$
Prescribed more medications than medically indicated?			0	0	0	0	0
Suggested invasive procedures against professional judge	ment?		0	0	0	0	0
Referred to specialists in unnecessary circumstances?			0	0	0	0	0
Conducted more investigations or made more referrals tha	n warranted b	y the patient's condition?	0	0	0	0	0
Admitted patients to hospital when the patient could have managed as an outpatient?	been discharç	ged home safely or	0	0	0	0	0
Asked for more frequent observations to be carried out on a	a patient than	necessary?	0	0	O	0	$\odot$
Written in patients' records specific remarks such as "not so not worried about legal/media/disciplinary consequences?		you would not if you were	0	0	0	0	0
Written more letters about a patient than is necessary to cocondition?	ommunicate a	bout the patient's	0	0	0	0	0
Referred patient for a second opinion more than necessary	?		0	0	0	0	0
Carried out more tests than necessary?			0	0	0	0	0
			0	0	0	0	0
Avoid a particular type of invasive procedure			~				
Avoid a particular type of invasive procedure  Not accepted "high risk" patients in order to avoid possible	complications	3	0	0	0	0	0
	complications	S		0		0	0
Not accepted "high risk" patients in order to avoid possible Stopped doing aspects of your job?  Felt that you are a worse practitioner because of the above 12. If you have answered "Never" to a questions above, please omit this questions above.	all the estion.		0		0		
Not accepted "high risk" patients in order to avoid possible Stopped doing aspects of your job?  Felt that you are a worse practitioner because of the above 12. If you have answered "Never" to a questions above, please omit this question of the following factors are im	actions?  all the estion.  portant?		0	0	0	0	0
Not accepted "high risk" patients in order to avoid possible Stopped doing aspects of your job?  Felt that you are a worse practitioner because of the above 12. If you have answered "Never" to a questions above, please omit this questions above.	actions?  all the estion.  portant?	No	0	0	0	0	0
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Stayed in the specialty but stopped carrying out the area of work that are considered high risk of complaints  Changed your specialty  Changed your specialty to abandon a procedure at an early stage  Changed your specialty to abandon a procedure at an early stage  Changed your specialty  Changed your specialty to abandon a procedure at an early stage  Changed your specialty  Changed your specialty  Changed your specialty  At Indicate the extent you feel that any of the following changes would improve the complaints process?  At all 2 To allow the doctor to have more direct input into responses to patient complaints  Changed your specialty  Changed your special s	of what you know about the complaints process, have
Stayed in the specialty but stopped carrying out the area of work that are considered high risk of complaints Changed your specialty Changed your specialty Become less likely to take on high-risk cases C	V N-
Changed your specialty  Become less likely to take on high-risk cases  C C C  Felt that you have learnt from others' experience and improved your performance as a C  Cother (please specify)  144. Indicate the extent you feel that any of the following changes would improve the complaints process?  145. Indicate the extent you feel that any of the following changes would improve the complaints process?  156. Not at all 2 some 4 extent  To allow the doctor to have more direct input into responses to patient complaints  C C C C C  To be given a clear written protocol for any process at the onset  C C C C C  To have strict adherence to a statutary timeframe for any complaint and investigation process  If a complaint from a clinical or managerial colleague was found to be vexatious then to have the Option of having this investigated and possible disciplinary measures taken  If a complaint from a patient was found to be vexatious then to have the Option of having this investigated and possible disciplinary measures taken  If a complaint from a patient was found to be vexatious then to have the Option to take action against that person  To set a limit to the time period when it is permitted to file multiple complaints relating to the same clinical incident or from the same person or persons  If the doctor is exonerated but has suffered financial loss during the process, then to have an avenue to make a claim for recovery of lost earnings or costs  To have complete transparency of any management communication about the subject of a C C C C C complaints if they are made responsible for them  The BMA and defence organisations should be more aggressive and less reactive to complaints in C C C C C general	
Become more likely to abandon a procedure at an early stage  C C C Felt that you have learnt from others' experience and improved your performance as a doctor  C C Dither (please specify)  C C C C C C C C C C C C C C C C C C	0 0
Felt that you have learnt from others' experience and improved your performance as a C C C doctor other (please specify)  144. Indicate the extent you feel that any of the following changes would improve the complaints process?    Not at all   2	uke on high-risk cases
Al. Indicate the extent you feel that any of the following changes would improve the complaints process?    Not at all   2   To some   4	abandon a procedure at an early stage
A4. Indicate the extent you feel that any of the following changes would improve the complaints process?    Not at all   2   To some   4   extent	It from others' experience and improved your performance as a
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complaints if they are made responsible for them  The BMA and defence organisations should be more aggressive and less reactive to complaints in C C C general	ess to this to the doctor's representatives
general	
	organisations should be more aggressive and less reactive to complaints in C C C C
. Medical History (ii)	tory (ii)

### The IMPACT study 45. In the past 12 months, have you suffered from any of the following health conditions or stressors (please tick all that applies): Cardio-vascular problems (e.g. high blood pressure, angina, heart attack) Gastro-intestinal problems (e.g. gastritis, IBS, ulcers) Depression Anxiety Anger & irritability Other mental health problems Suicidal thoughts ☐ Sleep problems / insomnia ■ Marital / relationship problems Frequent headaches Minor colds Recurring respiratory infections If yes - please specify 46. In the past 12 months, have you experienced any additional life stressors (e.g. bereavement, accident, etc.) Yes O No If yes, please specify 47. Have you ever been aware of, or other people raised concerns, that you are drinking too much alcohol or taking (prescribed or non-prescribed) drugs? Yes, in the past (more than 6 months ago) Yes, currently (in the last 6 months) ☐ No 10. Legal consequences and professional practice (ii) Within the LAST 6 MONTHS, have you ever taken the following actions which you would not have done if you were not worried about possible consequences such as complaints, disciplinary actions by managers, being sued, or publicity in the media?

Did you change the way you practice medicine?		Never	2	Sometimes	4	Ofte
		0	0	$\odot$	0	0
Prescribed more medications than medically indicated?		0	0	$\circ$	$\odot$	0
Suggested invasive procedures against professional judge	ement?	0	0	$\circ$	0	0
Referred to specialists in unnecessary circumstances?		0	0	$\circ$	$\circ$	0
Conducted more investigations or made more referrals evwarranted by the patient's condition?	en when this is no	· · · · · ·	0	0	0	0
Admitted patients to hospital when the patient could have safely or managed as an outpatient?	e been discharged	home C	O	0	0	0
Asked for more frequent observations to be carried out on	a patient than neo	essary?	0	0	0	0
Written in patients' records specific remarks such as "not s not if you were not worried about legal/media/disciplinary	•	would O	0	0	0	0
Written more letters than is necessary to communicate ab condition?	out the patient's	0	0	0	0	0
Referred patient for a second opinion more than necessar	y?	0	0	0	0	0
Carried out more tests than necessary?		0	0	0	0	0
Not accepted "high risk" patients in order to avoid possible	e complications?	0	0	0	0	0
Avoid a particular type of invasive procedure		0	0	0	0	0
Stopped doing aspects of your job?		0	0	0	0	0
Felt that you are a worse practitioner because of the abov	e actions?	0	0	0	0	0
questions above, please omit this qu Which of the following factors are im	portant?					
please tick all boxes relevant to you	•					
	Yes	No				
Previous experience of complaints about you	Yes	O				
Previous experience of complaints about you  Your colleagues' previous experience of complaints	Yes O	0				
Previous experience of complaints about you  Your colleagues' previous experience of complaints  Previous legal claims involving you	Yes O O	© ©				
Previous experience of complaints about you  Your colleagues' previous experience of complaints  Previous legal claims involving you  Previous legal claims involving your colleagues	Yes O O O	© © ©				
Previous experience of complaints about you  Your colleagues' previous experience of complaints  Previous legal claims involving you  Previous legal claims involving your colleagues  Previous critical incident	Yes O O	© ©				
Previous experience of complaints about you  Your colleagues' previous experience of complaints  Previous legal claims involving you  Previous legal claims involving your colleagues	Yes O O O O	<ul><li>0</li><li>0</li><li>0</li><li>0</li><li>0</li><li>0</li></ul>				

#### 50. As a result of your experience do any of the following apply?

	Yes	No
Stayed in the specialty but stopped carrying out the area of work that led to the complaint	O	$\circ$
Changed your specialty	$\circ$	$\circ$
Less likely to take on high-risk cases	0	0
More likely to abandon a procedure at an early stage	0	0
Moved into a non-clinical role	0	0
You have become less committed and work strictly to your job description	0	0
You have learnt from the experience and improved your performance as a doctor	0	0
Left medicine and started a new career	0	0
The complaint or the way you were treated was related to discrimination	0	0
Retired early	0	$\circ$
Reduced your hours in the NHS to minimise your time there	0	0
Stopped working for the NHS and decided to work only in private practice or practice medicine elsewhere	0	0
Other (please specify)		

## 51. Indicate the extent you feel that any of the following changes would improve the process

	Not at all	2	To some extent	4	A great deal
To allow the doctor to have more direct input into responses to patient complaints	$\odot$	0	0	$\odot$	$\odot$
To be given a clear written protocol for any process at the onset	0	0	0	0	$\odot$
To have strict adherence to a statutary timeframe for any complaint and investigation process	0	0	0	0	$\odot$
Brief colleagues about any complaint or investigation to ensure unambiguous interrnal communications	0	0	0	0	0
If a complaint from a clinical or managerial colleague was found to be vexatious then to have the option of having this investigated and with possible disciplinary measures taken	0	0	0	0	0
If a complaint from a patient was found to be vexatious then to have the option to take action against that person	0	0	O	0	0
To set a limit to the time period when it is permitted to file multiple complaints relating to the same clinical incident or from the same person or persons	0	0	O	0	0
If the doctor is exonerated but has suffered financial loss during the process, then to have an avenue to make a claim for recovery of lost earnings or costs	0	0	O	0	0
To have complete transparency of any management communication about the subject of a complaint by giving access to this to the doctor's representatives	0	0	0	0	0
For all managers to demonstrate a full up to date knowledge of procedure in relation to complaints if they are made responsible for them	0	0	0	0	0
The BMA and defence organisations should be more aggressive and less reactive to complaints in general	0	O	0	O	0

#### 11. About your complaint (iii)

Formal complaints Serious untoward incidents Referrals to the GMC		0 0 0	1 0	2	3	4	5	6	7	8	_
nformal complaints Formal complaints Serious untoward incidents Referrals to the GMC  3. If applicable, which comp		0	0		0						9
Serious untoward incidents Referrals to the GMC		0				0	0	0	0	0	0
Referrals to the GMC				0	0	0	0	0	0	0	0
		_	0	0	0	0	0	0	0	0	0
3. If applicable, which comp		0	0	0	0	0	0	0	0	0	O
	laint or i	ncid	ent h	ad tl	ne m	ost i	mpac	t on	you?		
<u> </u>											
Optional comments											
4. What was the reason for y	our com	nlaiı	at / re	eferra	al to	the G	MC (	if ma	ore th	an o	ne.
lease select the most seriou		•		,10116	41 10	tiic t	) <b>O</b> III		, C (II	iaii C	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
_	is allega	Liviij	•								
Clinical complaint											
Clinical performance (i.e. concerns raised	d about your p	practice	e gener	ally)							
Personal conduct (e.g. dishonesty, affairs	s with patients	s)									
Criminal offence (e.g. dangerous driving,	. fraud)										
5. Where did the complaint o	come fro	m?									
	Yes	No									
Trust											
Medical colleagues											
Patient											
Management											
Media											
Patient group											
Other health care professional											
Anonymous											

Retraining imposed Disciplinary action Suspended from practice Struck off from the register The process was not clearly concluded Other (please specify)  61. At any point during the investigation(s), did you Yes No Take sick leave Take unpaid leave Have supervised practice Have restrictions placed on your practice Were you suspended Did your restrictions also include your private practice (if applicable)  62. How long were you off work in total?	The decision to hold a Fitness to Practice hearing The Fitness to Practice hearing itself The appeal  60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 61. At any point during the investigation(s), did you  Yes No Take sick leave C C Take unpaid leave Have supervised practice Have restrictions placed on your practice Were you suspended Did your restrictions also include your private practice (if applicable) 62. How long were you off work in total? 63. Please estimate the direct financial costs (e.g. trans a result of the investigation (if relevant) 64. Please estimate the indirect financial costs (e.g.	The decision to hold a Fitness to Practice hearing The Fitness to Practice hearing itself The appeal  O  O  O  What was the outcome of the complaint / proce  No fault / exonerated  Retraining imposed  Disciplinary action  Suspended from practice  Struck off from the register  The process was not clearly concluded  Other (please specify)  St. At any point during the investigation(s), did you yes not seen the complaint of the com			Extremely stressful	2	Somewh stressft		4	4 all
The Fitness to Practice hearing itself The appeal  60. What was the outcome of the complaint / process    No fault / exonerated   Retraining imposed   Disciplinary action   Suspended from practice   Struck off from the register   The process was not clearly concluded  Other (please specify)  61. At any point during the investigation(s), did you Take sick leave   C	The Fitness to Practice hearing itself The appeal  60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 60. What was the outcome of the complaint / process 61. At any posed 62. Struck off from the register 63. Please estimate the direct financial costs (e.g. trans a result of the investigation (if relevant) 64. Please estimate the indirect financial costs (e.g.	The Fitness to Practice hearing itself The appeal  C. C	The	initial GMC investigation	0	0	0		$\odot$	
The appeal  C  C  C  G  G  What was the outcome of the complaint / process  No fault / exonerated  Retraining imposed  Disciplinary action  Suspended from practice  Struck off from the register  The process was not clearly concluded  Other (please specify)  61. At any point during the investigation(s), did you  Yes No  Take sick leave  Take unpaid leave  Have supervised practice  Have restrictions placed on your practice  Were you suspended  Did your restrictions also include your private practice (if applicable)  62. How long were you off work in total?  63. Please estimate the direct financial costs (e.g. tra	The appeal  C  C  GO. What was the outcome of the complaint / process  No fault / exonerated  Retraining imposed  Disciplinary action  Suspended from practice  Struck off from the register  The process was not clearly concluded  Other (please specify)  G1. At any point during the investigation(s), did you yes No  Take sick leave  Take unpaid leave  Have restrictions placed on your practice  Were you suspended  Did your restrictions also include your private practice (if applicable)  G2. How long were you off work in total?  G3. Please estimate the direct financial costs (e.g. trass a result of the investigation (if relevant)  G4. Please estimate the indirect financial costs (e.g. trass a result of the investigation (if relevant)	The appeal  O  What was the outcome of the complaint / process  No fault / exonerated  Retraining imposed  Disciplinary action  Suspended from practice  Struck off from the register  The process was not clearly concluded  Other (please specify)  Take sick leave  Take sick leave  Take unpaid leave  Have supervised practice  Have restrictions placed on your practice  Were you suspended  Oid your restrictions also include your private practice (if applicable)  S2. How long were you off work in total?  S3. Please estimate the direct financial costs (e.g. this a result of the investigation (if relevant)  S4. Please estimate the indirect financial costs (e.g. the same state of the investigation (if relevant)	The	decision to hold a Fitness to Practice hearing	0	0	0		0	0 0
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#### The IMPACT study 65. At any point of the inquiry, did you Yes Nο Speak to family / friends about it 0 0 0 Speak to your colleagues about it Represent yourself 0 Access support from a medical professional support organisation Engage an independent solicitor or barrister 0 Were your case or the complaint published in the media (including social Access support from the BMA employment advice service Access support from the BMA counselling / other support organisation 66. As a consequence of the inquiry, to what extent do you agree/disagree with the following statements? Strongly Strongly N/A Neutral 4 agree disagree The potential consequences of the enquiry were clear to me throughout the process I clearly understood the process The process was transparent Going through the process, I felt that I was assumed guilty until 0 0 0 proven otherwise I felt as if I had been scapegoated 0 I felt I had no control over what was happening to me I felt alone in the proceedings My complaint was primarily related to conflicts with colleagues 0 I felt well supported by my management 0 0 0 0 I felt well supported by my colleagues I felt well supported by my medical professional support organisation 0 0 0 I felt well supported by my defence organisation I felt that the complaint was fair 0 0 0 0 0 0 I felt that the complaint was reasonably dealt with I felt that there were unnecessary delays in the process 0 0 0 0 0 I felt my complaint was handled competently 0 I was worried about the complaint escalating further I felt that the consequences were proportionate I felt that the nature of the process was overly punitive 0 0 0 0 I felt that the complaint was vexatious

# 67. To what extent did the following apply in relation to the process of the complaint or procedure you experienced?

	Not at all	2	To some extent	4	Definitely
Normal process was not followed	O	0	$\odot$	0	0
The documentary record such as minutes produced by the investigative body was fair and accurate	0	0	O	0	0
The time scale for the investigation was needlessly protracted	O	0	0	0	0
I was kept well informed of when or if I could bring representation to meetings	0	0	$\circ$	0	0
I believe there was inappropriate or vexacious use of the hospital clinical risk process	0	0	O	0	0
I felt the complaint arose because of dysfunctional relationships within the clinical team	0	0	О	0	0
I felt victimised because I had been a whistleblower for clinical or managerial failures	0	0	О	0	0
Clinical issues were found after the initial complaint and used against me	0	0	$\odot$	0	$\circ$
I felt bullied during the investigation	0	$\odot$	0	0	$\odot$
I felt managers used the process to undermine my position	0	0	0	0	0
I felt clinical colleagues used the process to gain an advantage either financially or professionally	0	0	0	0	0
Other (please specify)					

# 68. During the inquiry, to what extent were you worried about the following outcomes?

	A lot	2	To some extent	4	Not at all
Loss of livelihood	0	0	0	$\odot$	0
Public humiliation	0	0	0	0	$\circ$
Professional humiliation	0	0	0	0	0
Having aspects of your clinical practice restricted	0	0	O	0	0
Family problems	0	0	0	$\circ$	0
Having a marked record in the future	0	0	0	$\circ$	$\circ$
Financial costs	0	0	0	$\odot$	$\odot$

#### 69. Currently, to what extent do you worry about complaints being made against you?

0	A great deal / nearly all the time
0	2
0	To some extent

4

O Not at all

		agree	y 2	Neutral	4	Definitely disagree
Complaints are usually due to bad luck		0	$\odot$	0	0	0
A doctor who receives more complaints than does so because of poor clinical performance		usually C	0	O	0	0
Complaints are caused by litigatious patients		0	$\odot$	0	0	0
Doctors are hounded by the media		0	0	0	0	0
Doctors who receive complaints against them unsuitable to practice medicine	are generally	0	0	0	0	0
I feel the need to please my colleagues to av me	oid complaints ag	gainst C	0	O	0	0
Making a complaint is a good way of getting are "inconvenient"	rid of colleagues	that C	0	0	0	0
Receiving a complaint would seriously affect	my future career	0	0	O	0	O
prospects						
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing th		-	u experie	nce any of	C	С
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the following?  Cardio-vascular problems (e.g. high blood	e investiga	tion, did yo	u experie	nce any of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis,	e investiga	tion, did you	u experie	nce any of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)	e investiga  Improvement	tion, did you	u experie	nce any of Worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression	e investiga Improvement	tion, did you	u experied	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety	e investiga	tion, did you	onset of	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)	e investiga	tion, did you	onset of	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety  Anger & irritability	e investiga	tion, did you	onset of	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety  Anger & irritability  Other mental health problems	e investiga Improvement	tion, did you	onset of	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety  Anger & irritability  Other mental health problems  Suicidal thoughts	e investiga	tion, did you	Onset of	worsening of	C	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety  Anger & irritability  Other mental health problems  Suicidal thoughts  Sleep problems / insomnia	e investiga	tion, did you  No change	Onset of	worsening of	0	C
I have considered changing my career because receiving a complaint in my speciality  2. Medical History (iii)  71. When you were facing the he following?  Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)  Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)  Depression  Anxiety  Anger & irritability  Other mental health problems  Suicidal thoughts  Sleep problems / insomnia  Relationship problems	e investiga Improvement	tion, did you	onset of	worsening of	C	C

ne IMPACT study					
2. During the process, did you experience any addition	onal life	e stres	ssors (e.g	J.	
ereavement, accident, etc.)					
C Yes					
○ No					
f yes please specify					
73. Have you ever been aware of, or other people raise oo much alcohol or taking (prescribed or non-prescr		•	that you	are d	rinkinç
Yes, in the past (more than 6 months ago)	-				
Yes, currently (in the last 6 months)					
Yes, during the investigation					
No					
Within the LAST 6 MONTHS, have you ever taken the following actions to worried about possible consequences such as complaints, disciplibation in the media?	-				-
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplinately in the media?	nary acti	ons by	managers, I	being s	ued, or
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplinated with the control of the contr	nary acti	ons by	managers, I	being s	ued, or
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplinately in the media?	nary acti u done	any o	managers, I	oeing s	ued, or
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplibublicity in the media?  74. As a result of your experience, how often have you	nary acti u done	any o	f the follows of the	owing  4	ed, or  Often
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification of the media?  74. As a result of your experience, how often have you provide you change the way you practice medicine?	u done  Never	any or	f the folions of the	owing 4	? Often
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification in the media?  74. As a result of your experience, how often have you provide you change the way you practice medicine?  Prescribed more medications than medically indicated?	u done Never	any o	f the folio	owing  4  C	Often
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification in the media?  24. As a result of your experience, how often have you plid you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?	u done Never	any or	f the folice Sometimes	owing  4  C  C	Often
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Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification in the media?  74. As a result of your experience, how often have you did you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home	Never	any or	f the folions of the	owing  4  C  C  C	Often O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification of the media?  74. As a result of your experience, how often have you would not be a prescribed more medications than medically indicated?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?	Never  O  O	any or	f the folions of the	owing  4  C  C  C	Often O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification by the media?  74. As a result of your experience, how often have you have you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home eafely or managed as an outpatient?  Asked for more frequent observations to be carried out on a patient than necessary?  Written in patients' records specific remarks such as "not suicidal" which you would	Never	any or	f the folice Sometimes C C C C C C	being s  being s  being s	Often O O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplification of the media?  24. As a result of your experience, how often have you would not if you were not worried about legal/media/disciplinary consequences?  Written more letters about a patient than is necessary to communicate about the	nary acti	any or 2 O O O O O O O	f the folice Sometimes C C C C C C C C C C C C C C C C C C C	Dwing  4  C  C  C  C  C  C	Often O O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplicated by the media?  74. As a result of your experience, how often have you have you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?  Asked for more frequent observations to be carried out on a patient than necessary?  Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?  Written more letters about a patient than is necessary to communicate about the patient's condition?	nary acti	any or 2 O O O O O O O O O O O O O O O O O O	f the folio	being s  being s  being s	Often O O O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplibility in the media?  74. As a result of your experience, how often have you would you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?  Asked for more frequent observations to be carried out on a patient than necessary?  Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?  Written more letters about a patient than is necessary to communicate about the patient's condition?  Referred patient for a second opinion more than necessary?	nary acti	any or 2 C C C C C C C C C C C C C C C C C C	f the folice Sometimes C C C C C C C C C C C C C C C C C C C	being s  Dwing  4  C  C  C  C  C  C  C	Often O O O O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplibability in the media?  74. As a result of your experience, how often have you did you change the way you practice medicine?  Prescribed more medications than medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?  Asked for more frequent observations to be carried out on a patient than necessary?  Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?  Written more letters about a patient than is necessary to communicate about the patient's condition?  Referred patient for a second opinion more than necessary?  Carried out more tests than necessary?	nary acti	any or 2 O O O O O O O O O O O O O O O O O O	f the folice Sometimes C C C C C C C C C C C C C C C C C C C	Dwing  4  C  C  C  C  C  C  C  C  C  C  C  C	Often O O O O O O O O O O O O O O O O O O O
Within the LAST 6 MONTHS, have you ever taken the following actions not worried about possible consequences such as complaints, disciplicated by the media?  74. As a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you be a result of your experience, how often have you was a result of you were not castiants in medically indicated?  Suggested invasive procedures against professional judgement?  Referred to specialists in unnecessary circumstances?  Conducted more investigations or made more referrals than warranted by the patient's condition?  Admitted patients to hospital when the patient could have been discharged home asafely or managed as an outpatient?  Asked for more frequent observations to be carried out on a patient than necessary?  Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?  Written more letters about a patient than is necessary to communicate about the patient's condition?  Referred patient for a second opinion more than necessary?  Not accepted "high risk" patients in order to avoid possible complications?	nary acti	any or 2 C C C C C C C C C C C C C C C C C C	f the folice Sometimes C C C C C C C C C C C C C C C C C C C	Dwing  4  C  C  C  C  C  C  C  C  C  C  C  C	Often O O O O O O O O O O O O O O O O O O O

places tick all boyes relevant to you)	
please tick all boxes relevant to you)  Yes No	
Yes No  Previous experience of complaints about you  C	
Your colleagues' previous experience of complaints	
Previous legal claims involving you	
Previous legal claims involving your colleagues	
Previous critical incident	
Concerns about media interest	
Other (please specify)	
76. As a result of your experience do any of the following apply	y?
Yes	No
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint  C	-
Yes  Stayed in the specialty but stopped carrying out the area of work that led to the complaint  Changed your specialty	No ©
Yes  Stayed in the specialty but stopped carrying out the area of work that led to the complaint  Changed your specialty  Less likely to take on high-risk cases	No ©
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage	No © ©
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty Changed your speci	No O O
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty Changed your speci	No O O O
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage  Moved into a non-clinical role  You have become less committed and work strictly to your job description  You have learnt from the experience and improved your performance as a doctor	No
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage  Moved into a non-clinical role  You have become less committed and work strictly to your job description  You have learnt from the experience and improved your performance as a doctor  Left medicine and started a new career	No
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage  Moved into a non-clinical role  You have become less committed and work strictly to your job description  You have learnt from the experience and improved your performance as a doctor  Left medicine and started a new career  The complaint or the way you were treated was related to discrimination	No
Yes Stayed in the specialty but stopped carrying out the area of work that led to the complaint Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage  Moved into a non-clinical role  You have become less committed and work strictly to your job description  You have learnt from the experience and improved your performance as a doctor  Left medicine and started a new career  The complaint or the way you were treated was related to discrimination	No
Stayed in the specialty but stopped carrying out the area of work that led to the complaint  Changed your specialty  Less likely to take on high-risk cases  More likely to abandon a procedure at an early stage  Moved into a non-clinical role  You have become less committed and work strictly to your job description  You have learnt from the experience and improved your performance as a doctor  Left medicine and started a new career  The complaint or the way you were treated was related to discrimination  Retired early	No

# 77. Indicate the extent you feel that any of the following changes would improve the process

	Not at all	2	To some extent	4	A great deal
To allow the doctor to have more direct input into responses to patient complaints	0	0	0	0	0
To be given a clear written protocol for any process at the onset	0	0	0	0	0
To have strict adherence to a statutary timeframe for any complaint and investigation process	0	0	0	0	•
Brief colleagues about any complaint or investigation to ensure unambiguous internal communications	0	0	0	0	0
If a complaint from a clinical or managerial colleague was found to be vexatious then to have the option of having this investigated and with possible disciplinary measures taken	0	0	0	0	0
If a complaint from a patient was found to be vexatious then to have the option to take action against that person	0	0	0	0	0
To set a limit to the time period when it is permitted to file multiple complaints relating to the same clinical incident or from the same person or persons	0	0	0	0	0
If the doctor is exonerated but has suffered financial loss during the process, then to have an avenue to make a claim for recovery of lost earnings or costs	0	0	0	0	0
To have complete transparency of any management communication about the subject of a complaint by giving access to this to the doctor's representatives	0	0	0	0	0
For all managers to demonstrate a full up to date knowledge of procedure in relation to complaints if they are made responsible for them	0	0	0	0	0
The BMA and defence organisations should be more aggressive and less reactive to complaints in general	0	0	0	0	0

#### 14. PHQ-9 & GAD-7

## 78. Over the last 2 WEEKS, how often have you been bothered by any of the following problems?

	Not at all	Several days	More than half the days	Nearly every day
Little interest or pleasure in doing things	O	0	0	0
Feeling down, depressed, or hopeless	0	$\circ$	$\circ$	0
Trouble falling or staying asleep, or sleeping too much	0	0	0	0
Feeling tired or having little energy	0	0	0	0
Poor appetite or overeating	0	0	0	0
Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	0	0	0
Trouble concentrating on things, such as reading the newspaper or watching television	0	0	O	0
Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	0	0	0
Thoughts that you would be better off dead or of hurting yourself in some way	0	0	0	0

79. @If you checked off any problems, how difficult have these problems made it for	)ľ
you to do your work, take care of things at home, or get along with other people?	

- Not difficult at all
- Somewhat difficult
- Very difficult
- C Extremely difficult

## 80. Over the last 2 WEEKS, how often have you been bothered by the following problems?

	Not at all	Several days	More than half the days	Nearly every day
Feeling nervous, anxious or on edge	0	0	O	0
Not being able to stop or control worrying	0	0	0	0
Worrying too much about different things	0	0	0	0
Trouble relaxing	0	0	0	0
Being so restless that it is hard to sit still	0	0	0	0
Becoming easily annoyed or irritable	0	0	0	0
Feeling afraid as if something awful might happen	0	0	0	0

#### 15. LDI

This scale is intended to estimate your current level of satisfaction with each of the eighteen areas of your life listed below. Please circle one of the numbers (1-7) beside each area. Numbers toward the left end of the seven-unit scale indicate higher levels of dissatisfaction, while numbers toward the right end of the scale indicate higher levels of satisfaction. Try to concentrate on how you currently feel about each area.

## 81. Please estimate your current level of satisfaction with each of the following areas of your life.

	1 Extremely dissatisfied	2	3	4	5	6 Extremely satisfied
Marriage	O	0	0	0	0	O
Relationship to spouse	0	0	$\circ$	0	0	$\circ$
Relationship to children	0	0	0	0	0	0
Financial situation	0	0	0	0	0	0
Employment	O	0	0	0	0	0
Recreation/Leisure	0	0	0	0	$\circ$	0
Social life	0	0	0	0	0	0
Physical health	0	0	0	0	0	0
Satisfaction with life	O	0	0	0	0	0
Expectations for future	0	0	0	0	0	0

#### 16. Additional information (optional)

The IMPACT study	
82. (If relevant) Try to summarise as best you can your experience of the complain process and how it made you feel	nts
83. (if relevant) What were the most stressful aspects of the complaint?	_
84. What would you improve in the complaints system?	=
	_

