

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

No

2.

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?

Female

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 medicine?

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

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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

13. What is your grade?

Other (please specify)

14. How long have you worked in your current post?

4. Informal and formal complaints

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15. Have you ever been subjected to an informal complaint, formal complaint or serious untoward incident?

- No
- Yes, and it is either ongoing or was resolved within the past 6 months
- Yes, and it was resolved more than 6 months ago

5. About your complaint

16. Please enter how many of each of the following you have had

	0	1	2	3	4	5	6	7	8	9	10+
Informal complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serious untoward incidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referrals to the GMC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. If applicable, which complaint or incident had the most impact on you?

Optional comments

18. What was the reason given to you for your complaint / referral to the GMC (if more than one, please select the most serious allegation)?

- Clinical complaint
- Clinical performance (i.e. concerns raised about your practice generally)
- Personal conduct (e.g. dishonesty, affairs with patients)
- Criminal offence (e.g. dangerous driving, fraud)

19. Where did the complaint come from?

	Yes	No
Trust	<input type="checkbox"/>	<input type="checkbox"/>
Medical colleagues	<input type="checkbox"/>	<input type="checkbox"/>
Patient	<input type="checkbox"/>	<input type="checkbox"/>
Management	<input type="checkbox"/>	<input type="checkbox"/>
Media	<input type="checkbox"/>	<input type="checkbox"/>
Patient group	<input type="checkbox"/>	<input type="checkbox"/>
Other health care professional	<input type="checkbox"/>	<input type="checkbox"/>
Anonymous	<input type="checkbox"/>	<input type="checkbox"/>

20. How long ago was your (most recent) complaint / investigation concluded?

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21. How long (in months) did the investigation take?

If more than one, please select the most serious allegation

If the investigation is ongoing, please enter the length of time it has taken up to this point

22. If you were referred to the GMC for a procedure, how long did that take (in months)?

If it is still ongoing, please state how long it has taken up to this point

23. How stressful did you find the following aspects of the GMC procedure?

	Extremely stressful	2	Somewhat stressful	4	Not at all stressful	N/A
The initial GMC investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The decision to hold a Fitness to Practice hearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Fitness to Practice hearing itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

24. What was the outcome of the complaint / procedure?

- 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 investigation(s), did you

	Yes	No
Take sick leave	<input type="radio"/>	<input type="radio"/>
Take unpaid leave	<input type="radio"/>	<input type="radio"/>
Have supervised practice	<input type="radio"/>	<input type="radio"/>
Have restrictions placed on your practice	<input type="radio"/>	<input type="radio"/>
Were you suspended	<input type="radio"/>	<input type="radio"/>
Did your restrictions also include your private practice (if applicable)	<input type="radio"/>	<input type="radio"/>

26. How long were you off work in total?

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27. Please estimate the direct financial costs (e.g. travel, legal fees, etc. in GBP) to you as a result of the investigation (if relevant)

28. Please estimate the indirect financial costs (e.g. loss of earnings, in GBP) to you as a result of the investigation (if relevant)

29. At any point of the inquiry, did you do any of the following

	Yes	No
Speak to family / friends about it	<input type="radio"/>	<input type="radio"/>
Speak to your colleagues about it	<input type="radio"/>	<input type="radio"/>
Represent yourself	<input type="radio"/>	<input type="radio"/>
Access support from a medical professional support organisation	<input type="radio"/>	<input type="radio"/>
Engage an independent solicitor or barrister	<input type="radio"/>	<input type="radio"/>
Were your case or the complaint published in the media (including social media)	<input type="radio"/>	<input type="radio"/>
Access support from the BMA employment advice service	<input type="radio"/>	<input type="radio"/>
Access support from the BMA counselling / other support organisation	<input type="radio"/>	<input type="radio"/>

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

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

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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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The documentary record such as minutes produced by the investigative body was fair and accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time scale for the investigation was needlessly protracted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was kept well informed of when or if I could bring representation to meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe there was inappropriate or vexacious use of the hospital clinical risk process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt the complaint arose because of dysfunctional relationships within the clinical team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt victimised because I had been a whistleblower for clinical or managerial failures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical issues were found after the initial complaint and used against me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt bullied during the investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt managers used the process to undermine my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt clinical colleagues used the process to gain an advantage either financially or professionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public humiliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional humiliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having aspects of your clinical practice restricted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a marked record in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- A great deal / nearly all the time
- 2
- To some extent
- 4
- Not at all

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34. To what extent do you agree with the following statements?

	Strongly agree	2	Neutral	4	Strongly disagree
Complaints are usually due to bad luck	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A doctor who receives more complaints than other colleagues usually does so because of poor clinical performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints are caused by litigious patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors are hounded by the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors who receive complaints against them are generally unsuitable to practice medicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the need to please my colleagues to avoid complaints against me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making a complaint is a good way of getting rid of colleagues that are "inconvenient"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving a complaint would seriously affect my future career prospects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have considered changing my career because of the high risk of receiving a complaint in my speciality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. About complaints in general

35. In general, to what extent do you worry about complaints being made against you?

- A great deal / nearly all the time
- 2
- To some extent
- 4
- Not at all

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36. To what extent do you agree with the following statements?

	Strongly agree	2	Neutral	4	Strongly disagree
Complaints are usually due to bad luck	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A doctor who receives more complaints than other colleagues usually does so because of poor clinical performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints are caused by litigious patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors are hounded by the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors who receive complaints against them are generally unsuitable to practice medicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the need to please my colleagues to avoid complaints against me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making a complaint is a good way of getting rid of colleagues that are "inconvenient"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving a complaint would seriously affect my future career prospects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have considered changing my career because of the high risk of receiving a complaint in my speciality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

37. To what extent do you agree/disagree with the following statements?

	Strongly Agree	2	Neutral	4	Strongly Disagree
Complaints are primarily related to conflicts with colleagues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had a complaint made against me, I am confident that my management would support me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had a complaint made against me, I am confident that my colleagues would support me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had a complaint made against me, I am confident that my medical professional support organisation would support me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I had a complaint made against me, I am confident that my defence organisation would support me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that the complaints process is fair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that complaints are reasonably dealt with	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that the complaints process is handled competently	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that the consequences are proportionate in the complaints process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that the complaints process is vexatious	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I believe that the complaints process is overly punitive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Medical History

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38. In the past 12 months, have you suffered from any of the following health conditions or 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 yes - please specify

39. In the past 12 months, have you experienced any additional life stressors (e.g. bereavement, accident, etc.)

- Yes
- No

If yes please specify

40. 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

8. Possible legal consequences and professional practice

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?

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41. How often have you done any of the following?

	Never	2	Sometimes	4	Often
Did you change the way you practice medicine?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescribed more medications than medically indicated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggested invasive procedures against professional judgement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred to specialists in unnecessary circumstances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducted more investigations or made more referrals than warranted by the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asked for more frequent observations to be carried out on a patient than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written more letters about a patient than is necessary to communicate about the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred patient for a second opinion more than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carried out more tests than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoid a particular type of invasive procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not accepted "high risk" patients in order to avoid possible complications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stopped doing aspects of your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Felt that you are a worse practitioner because of the above actions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. If you have answered "Never" to all the questions above, please omit this question. Which of the following factors are important? (please tick all boxes relevant to you)

	Yes	No
Your colleagues' previous experience of complaints	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving you	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving your colleagues	<input type="radio"/>	<input type="radio"/>
Previous critical incident	<input type="radio"/>	<input type="radio"/>
Concerns about media interest	<input type="radio"/>	<input type="radio"/>

Other (please specify)

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43. As a result of what you know about the complaints process, have you

	Yes	No
Stayed in the specialty but stopped carrying out the area of work that are considered high risk of complaints	<input type="radio"/>	<input type="radio"/>
Changed your specialty	<input type="radio"/>	<input type="radio"/>
Become less likely to take on high-risk cases	<input type="radio"/>	<input type="radio"/>
Become more likely to abandon a procedure at an early stage	<input type="radio"/>	<input type="radio"/>
Felt that you have learnt from others' experience and improved your performance as a doctor	<input type="radio"/>	<input type="radio"/>

Other (please specify)

44. Indicate the extent you feel that any of the following changes would improve the complaints 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be given a clear written protocol for any process at the onset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have strict adherence to a statutory timeframe for any complaint and investigation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brief colleagues about any complaint or investigation to ensure unambiguous internal communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If a complaint from a patient was found to be vexatious then to have the option to take action against that person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have complete transparency of any management communication about the subject of a complaint by giving access to this to the doctor's representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For all managers to demonstrate a full up to date knowledge of procedure in relation to complaints if they are made responsible for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The BMA and defence organisations should be more aggressive and less reactive to complaints in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. Medical History (ii)

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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
- 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?

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48. How often have you done any of the following?

	Never	2	Sometimes	4	Often
Did you change the way you practice medicine?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescribed more medications than medically indicated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggested invasive procedures against professional judgement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred to specialists in unnecessary circumstances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducted more investigations or made more referrals even when this is not warranted by the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asked for more frequent observations to be carried out on a patient than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written more letters than is necessary to communicate about the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred patient for a second opinion more than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carried out more tests than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not accepted "high risk" patients in order to avoid possible complications?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoid a particular type of invasive procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stopped doing aspects of your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Felt that you are a worse practitioner because of the above actions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49. If you have answered "Never" to all the questions above, please omit this question. Which of the following factors are important? (please tick all boxes relevant to you)

	Yes	No
Previous experience of complaints about you	<input type="radio"/>	<input type="radio"/>
Your colleagues' previous experience of complaints	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving you	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving your colleagues	<input type="radio"/>	<input type="radio"/>
Previous critical incident	<input type="radio"/>	<input type="radio"/>
Concerns about media interest	<input type="radio"/>	<input type="radio"/>
Other (please specify)	<input type="text"/>	

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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	<input type="radio"/>	<input type="radio"/>
Changed your specialty	<input type="radio"/>	<input type="radio"/>
Less likely to take on high-risk cases	<input type="radio"/>	<input type="radio"/>
More likely to abandon a procedure at an early stage	<input type="radio"/>	<input type="radio"/>
Moved into a non-clinical role	<input type="radio"/>	<input type="radio"/>
You have become less committed and work strictly to your job description	<input type="radio"/>	<input type="radio"/>
You have learnt from the experience and improved your performance as a doctor	<input type="radio"/>	<input type="radio"/>
Left medicine and started a new career	<input type="radio"/>	<input type="radio"/>
The complaint or the way you were treated was related to discrimination	<input type="radio"/>	<input type="radio"/>
Retired early	<input type="radio"/>	<input type="radio"/>
Reduced your hours in the NHS to minimise your time there	<input type="radio"/>	<input type="radio"/>
Stopped working for the NHS and decided to work only in private practice or practice medicine elsewhere	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be given a clear written protocol for any process at the onset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have strict adherence to a statutory timeframe for any complaint and investigation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brief colleagues about any complaint or investigation to ensure unambiguous internal communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If a complaint from a patient was found to be vexatious then to have the option to take action against that person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have complete transparency of any management communication about the subject of a complaint by giving access to this to the doctor's representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For all managers to demonstrate a full up to date knowledge of procedure in relation to complaints if they are made responsible for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The BMA and defence organisations should be more aggressive and less reactive to complaints in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. About your complaint (iii)

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52. Please enter how many of each of the following you have had

	0	1	2	3	4	5	6	7	8	9	10+
Informal complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formal complaints	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Serious untoward incidents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referrals to the GMC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

53. If applicable, which complaint or incident had the most impact on you?

Optional comments

54. What was the reason for your complaint / referral to the GMC (if more than one, please select the most serious allegation)?

- Clinical complaint
- Clinical performance (i.e. concerns raised about your practice generally)
- Personal conduct (e.g. dishonesty, affairs with patients)
- Criminal offence (e.g. dangerous driving, fraud)

55. Where did the complaint come from?

	Yes	No
Trust	<input type="checkbox"/>	<input type="checkbox"/>
Medical colleagues	<input type="checkbox"/>	<input type="checkbox"/>
Patient	<input type="checkbox"/>	<input type="checkbox"/>
Management	<input type="checkbox"/>	<input type="checkbox"/>
Media	<input type="checkbox"/>	<input type="checkbox"/>
Patient group	<input type="checkbox"/>	<input type="checkbox"/>
Other health care professional	<input type="checkbox"/>	<input type="checkbox"/>
Anonymous	<input type="checkbox"/>	<input type="checkbox"/>

56. How long ago was your (most recent) complaint / investigation concluded?

57. How long (in months) did the investigation take (if more than one, please select the most serious allegation)?

58. If you were referred to the GMC for a process, how long did that take (in months)?

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59. If applicable, how stressful did you find the following aspects of the GMC process?

	Extremely stressful	2	Somewhat stressful	4	Not at all stressful	N/A
The initial GMC investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The decision to hold a Fitness to Practice hearing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Fitness to Practice hearing itself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The appeal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Yes	No
Take sick leave	<input type="radio"/>	<input type="radio"/>
Take unpaid leave	<input type="radio"/>	<input type="radio"/>
Have supervised practice	<input type="radio"/>	<input type="radio"/>
Have restrictions placed on your practice	<input type="radio"/>	<input type="radio"/>
Were you suspended	<input type="radio"/>	<input type="radio"/>
Did your restrictions also include your private practice (if applicable)	<input type="radio"/>	<input type="radio"/>

62. How long were you off work in total?

63. Please estimate the direct financial costs (e.g. travel, legal fees, etc. in GBP) to you as a result of the investigation (if relevant)

64. Please estimate the indirect financial costs (e.g. loss of earnings in GBP) to you as a result of the investigation (if relevant)

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65. At any point of the inquiry, did you

	Yes	No
Speak to family / friends about it	<input type="radio"/>	<input type="radio"/>
Speak to your colleagues about it	<input type="radio"/>	<input type="radio"/>
Represent yourself	<input type="radio"/>	<input type="radio"/>
Access support from a medical professional support organisation	<input type="radio"/>	<input type="radio"/>
Engage an independent solicitor or barrister	<input type="radio"/>	<input type="radio"/>
Were your case or the complaint published in the media (including social media)	<input type="radio"/>	<input type="radio"/>
Access support from the BMA employment advice service	<input type="radio"/>	<input type="radio"/>
Access support from the BMA counselling / other support organisation	<input type="radio"/>	<input type="radio"/>

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

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

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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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The documentary record such as minutes produced by the investigative body was fair and accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The time scale for the investigation was needlessly protracted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was kept well informed of when or if I could bring representation to meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I believe there was inappropriate or vexacious use of the hospital clinical risk process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt the complaint arose because of dysfunctional relationships within the clinical team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt victimised because I had been a whistleblower for clinical or managerial failures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinical issues were found after the initial complaint and used against me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt bullied during the investigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt managers used the process to undermine my position	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I felt clinical colleagues used the process to gain an advantage either financially or professionally	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public humiliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professional humiliation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having aspects of your clinical practice restricted	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Having a marked record in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- A great deal / nearly all the time
- 2
- To some extent
- 4
- Not at all

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70. To what extent do you agree with the following statements?

	Definitely agree	2	Neutral	4	Definitely disagree
Complaints are usually due to bad luck	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A doctor who receives more complaints than other colleagues usually does so because of poor clinical performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complaints are caused by litigious patients	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors are hounded by the media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doctors who receive complaints against them are generally unsuitable to practice medicine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel the need to please my colleagues to avoid complaints against me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Making a complaint is a good way of getting rid of colleagues that are "inconvenient"	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving a complaint would seriously affect my future career prospects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have considered changing my career because of the high risk of receiving a complaint in my speciality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. Medical History (iii)

71. When you were facing the investigation, did you experience any of the following?

	Improvement	No change	Onset of	Worsening of
Cardio-vascular problems (e.g. high blood pressure, angina, heart attack)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gastro-intestinal problems (e.g. gastritis, IBS, ulcers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Depression	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Anger & irritability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other mental health problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Suicidal thoughts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sleep problems / insomnia	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent headaches	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Minor colds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recurring respiratory infections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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72. During the process, did you experience any additional life stressors (e.g. bereavement, accident, etc.)

- Yes
- No

If yes please specify

73. 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)
- Yes, during the investigation
- No

13. Legal consequences and professional practice (iii)

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?

74. As a result of your experience, how often have you done any of the following?

	Never	2	Sometimes	4	Often
Did you change the way you practice medicine?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prescribed more medications than medically indicated?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Suggested invasive procedures against professional judgement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred to specialists in unnecessary circumstances?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conducted more investigations or made more referrals than warranted by the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admitted patients to hospital when the patient could have been discharged home safely or managed as an outpatient?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asked for more frequent observations to be carried out on a patient than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written in patients' records specific remarks such as "not suicidal" which you would not if you were not worried about legal/media/disciplinary consequences?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Written more letters about a patient than is necessary to communicate about the patient's condition?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Referred patient for a second opinion more than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carried out more tests than necessary?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not accepted "high risk" patients in order to avoid possible complications?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Avoid a particular type of invasive procedure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stopped doing aspects of your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Felt that you are a worse practitioner because of the above actions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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75. If you have answered "Never" to all the questions above, please omit this question. Which of the following factors are important? (please tick all boxes relevant to you)

	Yes	No
Previous experience of complaints about you	<input type="radio"/>	<input type="radio"/>
Your colleagues' previous experience of complaints	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving you	<input type="radio"/>	<input type="radio"/>
Previous legal claims involving your colleagues	<input type="radio"/>	<input type="radio"/>
Previous critical incident	<input type="radio"/>	<input type="radio"/>
Concerns about media interest	<input type="radio"/>	<input type="radio"/>
Other (please specify)		
<input type="text"/>		

76. 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	<input type="radio"/>	<input type="radio"/>
Changed your specialty	<input type="radio"/>	<input type="radio"/>
Less likely to take on high-risk cases	<input type="radio"/>	<input type="radio"/>
More likely to abandon a procedure at an early stage	<input type="radio"/>	<input type="radio"/>
Moved into a non-clinical role	<input type="radio"/>	<input type="radio"/>
You have become less committed and work strictly to your job description	<input type="radio"/>	<input type="radio"/>
You have learnt from the experience and improved your performance as a doctor	<input type="radio"/>	<input type="radio"/>
Left medicine and started a new career	<input type="radio"/>	<input type="radio"/>
The complaint or the way you were treated was related to discrimination	<input type="radio"/>	<input type="radio"/>
Retired early	<input type="radio"/>	<input type="radio"/>
Reduced your hours in the NHS to minimise your time there	<input type="radio"/>	<input type="radio"/>
Stopped working for the NHS and decided to work only in private practice or practice medicine elsewhere	<input type="radio"/>	<input type="radio"/>
Other (please specify)		
<input type="text"/>		

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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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be given a clear written protocol for any process at the onset	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have strict adherence to a statutory timeframe for any complaint and investigation process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brief colleagues about any complaint or investigation to ensure unambiguous internal communications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If a complaint from a patient was found to be vexatious then to have the option to take action against that person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have complete transparency of any management communication about the subject of a complaint by giving access to this to the doctor's representatives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For all managers to demonstrate a full up to date knowledge of procedure in relation to complaints if they are made responsible for them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The BMA and defence organisations should be more aggressive and less reactive to complaints in general	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling down, depressed, or hopeless	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble falling or staying asleep, or sleeping too much	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling tired or having little energy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Poor appetite or overeating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling bad about yourself — or that you are a failure or have let yourself or your family down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble concentrating on things, such as reading the newspaper or watching television	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoughts that you would be better off dead or of hurting yourself in some way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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79. ~~Q81~~ If you checked off any problems, how difficult have these problems made it for 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
- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not being able to stop or control worrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worrying too much about different things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trouble relaxing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being so restless that it is hard to sit still	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Becoming easily annoyed or irritable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feeling afraid as if something awful might happen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.

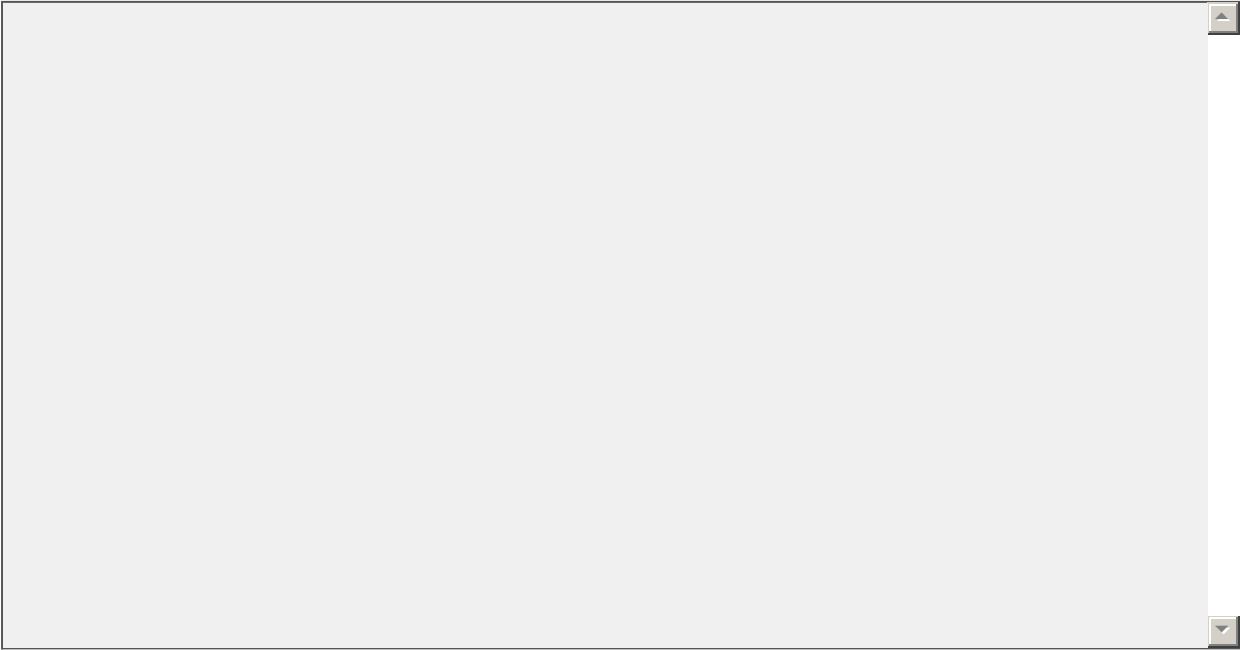
81. Please estimate your current level of satisfaction with each of the following areas of your life.

	1 Extremely dissatisfied	2	3	4	5	6 Extremely satisfied
Marriage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship to spouse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relationship to children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial situation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation/Leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Physical health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Satisfaction with life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Expectations for future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

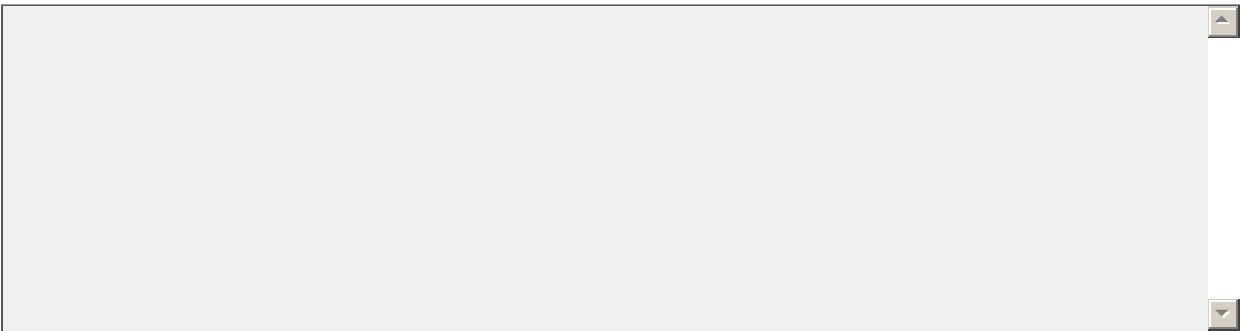
16. Additional information (optional)

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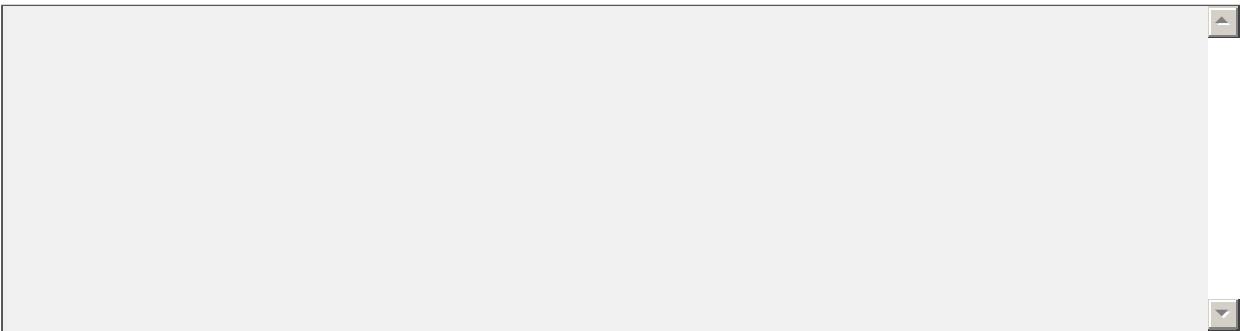
82. (If relevant) Try to summarise as best you can your experience of the complaints process and how it made you feel

A large, empty rectangular text box with a light gray background and a thin black border. It is intended for the user to provide a summary of their experience with the complaints process. A vertical scrollbar is visible on the right side of the box.

83. (if relevant) What were the most stressful aspects of the complaint?

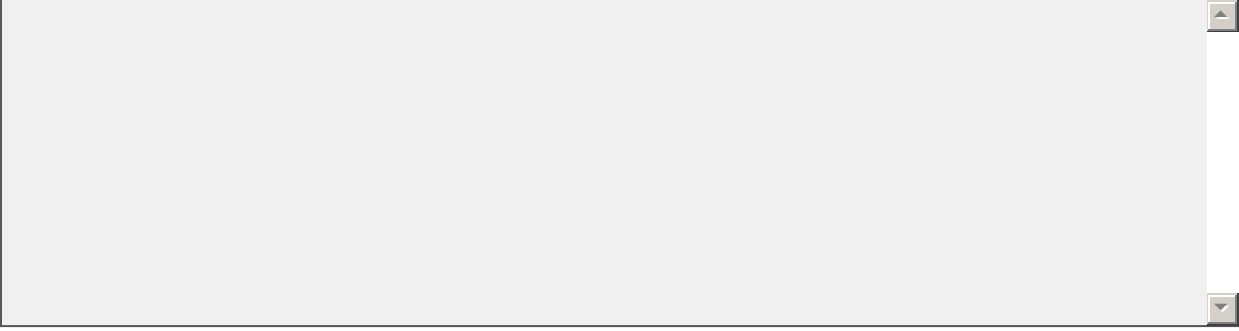
A large, empty rectangular text box with a light gray background and a thin black border. It is intended for the user to describe the most stressful aspects of their complaint. A vertical scrollbar is visible on the right side of the box.

84. What would you improve in the complaints system?

A large, empty rectangular text box with a light gray background and a thin black border. It is intended for the user to suggest improvements to the complaints system. A vertical scrollbar is visible on the right side of the box.

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85. Other comments



17. Thank you for taking part in this study