

Some of the questions in this version of the questionnaire have been retracted as they may have copyright problems. Please contact me directly for further information.

Chris McManus

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GMC Performance Procedures

Questionnaire

This questionnaire was first distributed to UK doctors in November 1997, and again in November 1998, November 1999 and September 2000. A report on the first phase of the study can be found in *Quality in Health Care*¹.

The questionnaire proper is four pages long, with an additional sheet, which was joined to the main sheet by a perforated edge, so that it could be torn off and the Question and Answer sheet could be retained, if so desired. There was also a blank page for additional comments.

The original questionnaire is in full colour, and the present file contains a black and white version of the questionnaire at high resolution, so that the text can be read, and coloured, low resolution versions of the pages so that the appearance of the questionnaire as distributed can be assessed.

Chris McManus
March 2001

¹ I. C. McManus, D. Gordon, and B. C. Winder. The Duties of a Doctor: UK doctors and *Good Medical Practice*. *Quality in Health Care* 9:14-22, 2000.

GMC Performance Procedures: Evaluation

Some background information

What is today's date? / / 199 What is your year of birth? 19 Are you male or female?

Please indicate your qualifications (degrees, fellowships, memberships, diplomas, etc.)

MB BS / ChB / BChir	<input type="checkbox"/>	MA / MSc / MPhil	<input type="checkbox"/>	DCH	<input type="checkbox"/>	FPCert (RCOG)	<input type="checkbox"/>	FRCPath	<input type="checkbox"/>	MFPHM	<input type="checkbox"/>	MRCPath	<input type="checkbox"/>
MRCs LRCP	<input type="checkbox"/>	PhD / DPhil	<input type="checkbox"/>	DPH	<input type="checkbox"/>	FRCA	<input type="checkbox"/>	FRCPsych	<input type="checkbox"/>	MPH	<input type="checkbox"/>	MRCPsych	<input type="checkbox"/>
LMSSA	<input type="checkbox"/>	MD / DM / MS / MCh	<input type="checkbox"/>	DPM	<input type="checkbox"/>	FRCGP	<input type="checkbox"/>	FRCR	<input type="checkbox"/>	MRCGP	<input type="checkbox"/>	Other	<input type="text"/>
BA / BSc	<input type="checkbox"/>	AFOM	<input type="checkbox"/>	DRCOG	<input type="checkbox"/>	FRCOG	<input type="checkbox"/>	FRCS	<input type="checkbox"/>	MRCOG	<input type="checkbox"/>	Other	<input type="text"/>
BDS	<input type="checkbox"/>	DA	<input type="checkbox"/>	FFOM	<input type="checkbox"/>	FRCP	<input type="checkbox"/>	MFOM	<input type="checkbox"/>	MRCP	<input type="checkbox"/>	Other	<input type="text"/>

How would you describe your current post(s)? If retired or not employed tick here and describe your *previous* post.

Main Medical Post	Level	Speciality	Number of sessions (half days) per week
Subsidiary Medical Post(s)	Level	Speciality	Number of sessions (half days) per week
Non-medical Post(s)	Level	Speciality	Number of sessions (half days) per week

Have you worked *primarily* as a locum at any time during *the last three years*? No Yes If Yes for how long in total? years months weeks

How often in the past year have you heard about the Performance Procedures? 2

Information from the General Medical Council	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Information from the BMA or other professional organisation	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Information from Health Authority, Trust or Local Medical Committee	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Read about them in the quality medical journals (<i>BMJ</i> , etc.)	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Read about them in (free) medical newspapers or magazines	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Read about them in the popular press	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Heard about them at conferences or meetings	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Mentioned by colleagues in your own hospital or practice	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Mentioned by patients	Never	Once	2-3 times	4-6 times	7-10 times	11+ times
Mentioned by members of the general public	Never	Once	2-3 times	4-6 times	7-10 times	11+ times

Good Medical Practice and Duties of a Doctor

In 1995 as part of *Duties of a Doctor* the General Medical Council published a booklet called *Good Medical Practice*

How much did you know about *Good Medical Practice* before you received a copy with the letter telling you about this questionnaire?

Never seen a copy

Received a copy but not looked at it

Received a copy and glanced at it

Received a copy and looked through it

Received a copy and read it fairly carefully

Received a copy and know its contents well

The GMC's booklet *Good Medical Practice* explicitly describes the duties of a doctor

The booklet says "In particular as a doctor you must:" and then gives the fourteen duties shown below

The Medical Act of 1995 empowers the GMC to restrict a doctor's registration under the Performance Procedures for seriously deficient performance

Consider now a doctor who *persistently and seriously fails* on just one of the Duties of a Doctor

For each duty please say whether you agree that failure on it alone should be sufficient reason for the GMC to restrict or remove a doctor's registration

Do you agree that the GMC should restrict or remove a doctor's registration solely because of *persistent and serious failure* to:



Remember:

- *solely* on that duty
- *persistent and serious*
- "restrict or remove" includes *striking off*
- the *GMC* states these duties
- they are *professional* duties

Make the care of the patient their first concern	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Treat every patient politely and considerately	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect patients' dignity and privacy	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Listen to patients and respect their views	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Give patients information in a way they can understand	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect the rights of patients to be fully involved in decisions about their care	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Keep their professional knowledge and skills up to date	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Recognise the limits of their professional competence	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make sure that their personal beliefs do not prejudice their patients' care	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect and protect confidential information	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Be honest and trustworthy	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Act quickly to protect patients from risk if they have good reason to believe that they or a colleague may not be fit to practice	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Avoid abusing their position as a doctor	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Work with colleagues in ways that best serve patients' interests	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>

The effects on your practice of the Performance Procedures

What have you already done during the past year?

What are you considering doing during the next year?

Changes in your everyday practice

If none tick here

If none tick here

Changes in your Continuing Medical Education (CME)

If none tick here

If none tick here

The need for the Performance Procedures

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How many times *in the past two years* have you come across doctors in *your own professional experience* who should or could now have been considered under the Performance Procedures?

Never Once 2-3 times 4-6 times 7-10 times 11+ times

If you can, please give a brief account of the circumstances of *one* such case. (Please do *not* name any names)

What actually happened in this case (whether or not the Performance Procedures then existed), and did you regard it as satisfactory?

Do you think that the Performance Procedures:

7

Are well understood by most doctors?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are reassuring the general public that the medical profession can put its own house in order?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are a reason for doctors to be more defensive in their practice?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are principally window-dressing to stop criticism from politicians and the media?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Will impair medical morale and disrupt doctors' teamwork?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make all doctors vulnerable, since everyone does something everyday which might seem deficient?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are unfair to some types of doctor (eg locums, single-handed practitioners, overseas graduates) ?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are only appropriate for problems of technical competence?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Will affect GPs the most since hospital doctors find it easier to cover each others' deficiencies?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Cannot be used fairly for problems of attitude, interpersonal behaviour or communication?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are a desirable step towards the regular re-certification of doctors?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make it necessary for doctors to report deficient performance in their colleagues?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>

Your feelings about working as a doctor

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The final part of this questionnaire concerns you and your approach to medical care

Although some questions may not seem immediately relevant, we hope they will help us understand some of the different views expressed by doctors about the Performance Procedures.

If you do not wish to answer these questions then simply leave them blank.

Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>
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Every day <input type="checkbox"/>	A few times a week <input type="checkbox"/>	Once a week <input type="checkbox"/>	A few times a month <input type="checkbox"/>	Once a month or less <input type="checkbox"/>	A few times a year <input type="checkbox"/>	Never <input type="checkbox"/>

Your approach to patient care

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- When I am uncertain of a diagnosis I share that information with patients
- I find not being sure of what is best for a patient is one of the most stressful parts of being a doctor
- I listen attentively to everything my patients say
- I have chosen (or will choose) a speciality that minimises the uncertainties of patient care
- I am frustrated when I do not know a patient's diagnosis
- I always treat every patient as an individual
- I never tell other doctors about mistakes I have made in patient care

Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>

Your health generally in the past few weeks. Have you recently:

10

Better than usual	<input type="checkbox"/>	Same as usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Much less than usual	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
More so than usual	<input type="checkbox"/>	Same as usual	<input type="checkbox"/>	Less useful than usual	<input type="checkbox"/>	Much less useful	<input type="checkbox"/>
More so than usual	<input type="checkbox"/>	Same as usual	<input type="checkbox"/>	Less so than usual	<input type="checkbox"/>	Much less capable	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
More than usual	<input type="checkbox"/>	Same as usual	<input type="checkbox"/>	Less so than usual	<input type="checkbox"/>	Much less than usual	<input type="checkbox"/>
More so than usual	<input type="checkbox"/>	Same as usual	<input type="checkbox"/>	Less able than usual	<input type="checkbox"/>	Much less able	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
Not at all	<input type="checkbox"/>	No more than usual	<input type="checkbox"/>	Rather more than usual	<input type="checkbox"/>	Much more than usual	<input type="checkbox"/>
More so than usual	<input type="checkbox"/>	About same as usual	<input type="checkbox"/>	Less so than usual	<input type="checkbox"/>	Much less than usual	<input type="checkbox"/>

Your response to this study

11

How long did it take you to complete the questionnaire?

minutes

- The questionnaire took an excessively long time to complete
- An unreasonable amount of pressure was put upon me to complete the questionnaire
- The questionnaire is likely to be worthwhile for research purposes
- I am willing to complete a similar questionnaire again in a year or two's time

Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>
Definitely Agree	<input type="checkbox"/>	Probably Agree	<input type="checkbox"/>	Probably Disagree	<input type="checkbox"/>	Definitely Disagree	<input type="checkbox"/>

If you have any comments about the Performance Procedures or this questionnaire, please write them here.

Please continue on a separate sheet (or the back of the information sheet) if you wish

Thank you for completing this questionnaire and helping with the study

The contents of this questionnaire are entirely for research and evaluation of the effectiveness of the GMC's Performance Procedures. The questionnaire will be kept strictly confidential, and will not be made known to any persons, including the officers and members of the General Medical Council, and will not be disclosed or published, except in an aggregated or anonymised form in which individuals cannot be identified.

Please return the questionnaire in the enclosed FREEPOST envelope and not to the General Medical Council.

I C McManus MA MB ChB MD PhD
 Professor of Psychology and Medical Education
 University College London Medical School,
 CHIME, Whittington Hospital,
 FREEPOST LON 11171,
 London N19 5BR

Further comments:

▲ please tear here ▲

Questions and Answers about this Evaluation

What is the background to this survey?

The Performance Procedures introduced in July 1997 as a result of the Medical Act of 1995 are the biggest changes in the regulation of British doctors in 150 years. As a unique innovation they are being carefully watched internationally. The GMC recognises the importance of their formal evaluation.

Who is paying for this evaluation?

The GMC is sponsoring several studies of the Performance Procedures, and is also actively looking for external financial support.

Who are the researchers?

The research leaders are independent, university-based academics and their assistants are funded through grants to universities.

Who is running this particular evaluation?

Chris McManus, who is medically qualified, and is Professor of Psychology and Medical Education at University College London Medical School

What are the aims of the evaluation?

To assess the impact of the Performance procedures on doctors working in the UK, to monitor changes in their practice and to assess their attitudes to the Procedures.

What is the design of the evaluation?

Starting in 1997, representative samples of doctors from the UK *Medical Register* are being asked to complete the enclosed questionnaire. Some doctors will also be asked to help in more detailed qualitative studies. In a longitudinal study some earlier respondents will be followed up in a couple of years time.

When will the evaluation be completed?

The full study is assessing *changes* occurring because of the Performance Procedures, and will not be finished for three or four years. However we hope interim results will be available sooner.

How many doctors are being studied?

In the first year 800 doctors have been asked to help. They are a random sample from the 175,000 doctors on the *Medical Register*, stratified by age, sex, type of practice and place of qualification.

What if I don't know anything about the Performance Procedures?

Please still answer as many questions as possible. We are aware that doctors may differ a lot in their knowledge.

How much of my time will it take?

We think between 10 and 30 minutes, although we realise some people prefer to consider questions more carefully.

Do I have to complete the questionnaire?

Of course not. Participation is voluntary, although we hope you will help. If you are unhappy with just some questions, leave them blank. If you don't want to participate, please say so, and we will not send any further reminders.

Is the study anonymous?

No. The reason is simple. We are looking for change and wish to re-contact some respondents in a few years time. We hope you will understand this constraint, which is a frequent one in medical research.

What about confidentiality?

The questionnaire's confidentiality is assured by the Data Protection Act of 1984. The questionnaires have only code numbers, not names. Publications will only describe aggregated data or anonymised comments.

Will the GMC have access to what is possibly sensitive information?

No. This is a research project and standard research ethics apply. The President, Council and officers of the GMC will have no access at all to the questionnaires. The questionnaire should be returned to the researcher's academic address and *not* to the GMC. The researcher workers are university employees not GMC employees.

Will I be paid for completing this questionnaire?

We are afraid not. We appeal instead to your professionalism and your recognition that the Procedures are important.

But why do I need to return the questionnaire?

The Performance Procedures may affect *all* doctors. This study to assess the views of a representative sample of all doctors will be most successful if all of those requested can find the time to help.

How will the results be published?

We will submit the findings to a major international medical journal.



GMC Performance Procedures: Evaluation

Some background information

What is today's date? What is your year of birth? Are you male or female?

Please indicate your qualifications (degrees, fellowships, memberships, diplomas, etc.)

<input type="checkbox"/> MB BS / MBChB / BCh	<input type="checkbox"/> MRCP (Gen) / MRCP (Int)	<input type="checkbox"/> DPM	<input type="checkbox"/> MRCPsych (ACCS)	<input type="checkbox"/> FRCP (Int)	<input type="checkbox"/> MRCPsych	<input type="checkbox"/> MRCP (Gen)
<input type="checkbox"/> MRCP (Gen)	<input type="checkbox"/> FRCP (Gen)	<input type="checkbox"/> DPM	<input type="checkbox"/> FRCA	<input type="checkbox"/> FRCP (Gen)	<input type="checkbox"/> MRCP	<input type="checkbox"/> MRCP (Gen)
<input type="checkbox"/> LMSSA	<input type="checkbox"/> MRD / DMR / MRD / MRCP	<input type="checkbox"/> DPM	<input type="checkbox"/> FRCCP	<input type="checkbox"/> FRCP	<input type="checkbox"/> FRCCP	Other <input type="text"/>
<input type="checkbox"/> BSc / BA	<input type="checkbox"/> ACP (Gen)	<input type="checkbox"/> LWMPD	<input type="checkbox"/> FRCR (Gen)	<input type="checkbox"/> FRCR	<input type="checkbox"/> MRCP (Gen)	Other <input type="text"/>
<input type="checkbox"/> DDS	<input type="checkbox"/> DC	<input type="checkbox"/> FRCR (Int)	<input type="checkbox"/> FRCP	<input type="checkbox"/> MRCP (Int)	<input type="checkbox"/> MRCP	Other <input type="text"/>

How would you describe your current post(s)? If retired or not employed tick here and describe your previous post.

Main Medical Post	Level	Speciality	Number of sessions (full days per week)
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Have you worked primarily as a locum at any time during the last three years? No Yes If Yes for how long in total? years months weeks

How often in the past year have you heard about the Performance Procedures? 2

Information from the General Medical Council	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Information from the BMA or other professional organisation	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Information from Health Authority, Trust or Local Medical Committee	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Read about them in the quality medical journals (BMJ, etc.)	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Read about them in (free) medical newspapers or magazines	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Read about them in the popular press	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Heard about them at conferences or meetings	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Mentioned by colleagues in your own hospital or practice	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Mentioned by patients	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>
Mentioned by members of the general public	Never <input type="checkbox"/>	Once <input type="checkbox"/>	2-3 times <input type="checkbox"/>	4-5 times <input type="checkbox"/>	6-10 times <input type="checkbox"/>	11+ times <input type="checkbox"/>

Good Medical Practice and Duties of a Doctor 3

In 1995 as part of *Duties of a Doctor* the General Medical Council published a booklet called *Good Medical Practice*

How much did you know about *Good Medical Practice* before you received a copy with the letter telling you about this questionnaire?

Never seen a copy

Received a copy but not looked at it

Received a copy and glanced at it

Received a copy and looked through it

Received a copy and read it fairly carefully

Received a copy and know its contents well

The duties of a doctor

4

The GMC's booklet, *Good Medical Practice* explicitly describes the duties of a doctor

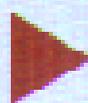
The booklet says "In particular as a doctor you must" and then gives the fourteen duties shown below

The Medical Act of 1995 empowers the GMC to restrict a doctor's registration under the Performance Procedures for seriously deficient performance

Consider now a doctor who *persistently and seriously fails* on just one of the Duties of a Doctor

For each duty please say whether you agree that failure on it alone should be sufficient reason for the GMC to restrict or remove a doctor's registration

Do you agree that the GMC should restrict or remove a doctor's registration solely because of *persistent and serious failure* to:



Remember:

- *safely* on that duty
- *persistently and seriously*
- "restrict or remove" includes *striking off*
- the GMC states these duties
- they are *professional duties*

Place the care of the patient their first concern	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Treat every patient politely and considerately	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect patients' dignity and privacy	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Listen to patients and respect their views	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Give patients information in a way they can understand	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect the rights of patients to be fully involved in decisions about their care	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Keep their professional knowledge and skills up to date	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Recognise the limits of their professional competence	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make sure that their personal beliefs do not prejudice their patients' care	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Respect and protect confidential information	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Be honest and trustworthy	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Act quickly to protect patients from risk if they have good reason to believe that they or a colleague may not be fit to practice	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Avoid abusing their position as a doctor	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Work with colleagues in ways that best serve patients' interests	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>

The effects on your practice of the Performance Procedures

5

What have you already done during the past year?

What are you considering doing during the next year?

Changes in your everyday practice

If yes, not here

If yes, not here

Changes in your Continuing Medical Education (CME)

If yes, not here

If yes, not here

The need for the Performance Procedures

6

How many times in the past two years have you come across doctors in your own professional experience who should or could now have been considered under the Performance Procedures?

Never Once 2-3 times 4-6 times 7-10 times 11+ times

If you can, please give a brief account of the circumstances of one such case. (Please do not name any names)

What actually happened in this case (whether or not the Performance Procedures then existed), and did you regard it as satisfactory?

Do you think that the Performance Procedures:

7

Are well understood by most doctors?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are reassuring the general public that the medical profession can put its own house in order?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are a reason for doctors to be more defensive in their practice?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are principally window-dressing to stop criticism from politicians and the media?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Will impair medical morale and disrupt doctors' teamwork?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make all doctors vulnerable, since everyone does something everyday which might seem deficient?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are unfair to some types of doctor (eg locums, single-handed practitioners, overseas graduates)?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are only appropriate for problems of technical competence?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Will affect GPs the most since hospital doctors find it easier to cover each others' deficiencies?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Cannot be used fairly for problems of attitude, interpersonal behaviour or communication?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Are a desirable step towards the regular re-certification of doctors?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>
Make it necessary for doctors to report deficient performance in their colleagues?	Definitely Agree <input type="checkbox"/>	Probably Agree <input type="checkbox"/>	Probably Disagree <input type="checkbox"/>	Definitely Disagree <input type="checkbox"/>

Your feelings about working as a doctor

8

The final part of this questionnaire concerns you and your approach to medical care

Although some questions may not seem immediately relevant, we hope they will help us understand some of the different views expressed by doctors about the Performance Procedures.

If you do not wish to answer these questions then simply leave them blank.

Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>
Every day <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a week <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Once a month <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	I don't think I need <input type="checkbox"/>	Never <input type="checkbox"/>

Your approach to patient care

9

When I am uncertain of a diagnosis I share that information with patients	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I find not being sure of what is best for a patient is one of the most stressful parts of being a doctor	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I listen attentively to everything my patients say	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I have chosen (or will choose) a speciality that minimises the uncertainties of patient care	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I am frustrated when I do not know a patient's diagnosis	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I always treat every patient as an individual	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I never tell other doctors about mistakes I have made in patient care	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>

Your health generally in the past few weeks. Have you recently:

10

Been ill	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Had a cold	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Been in a bad mood	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Been in a bad mood	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Had a cold	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Had a cold	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Been short of breath	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Been in a bad mood	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Had a cold	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Had a cold	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>
Been in a bad mood	<input type="checkbox"/>	More than usual	<input type="checkbox"/>	Less than usual	<input type="checkbox"/>	Worse than usual	<input type="checkbox"/>

Your response to this study

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How long did it take you to complete the questionnaire?	never			
The questionnaire took an excessively long time to complete	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
An unreasonable amount of pressure was put upon me to complete the questionnaire	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
The questionnaire is likely to be worthwhile for research purposes	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>
I am willing to complete a similar questionnaire again in a year or two's time	Definitely agree <input type="checkbox"/>	Probably agree <input type="checkbox"/>	Probably disagree <input type="checkbox"/>	Definitely disagree <input type="checkbox"/>

If you have any comments about the Performance Procedures of this questionnaire, please write them here:

Please indicate an urgency due to the risk of an adverse event if relevant

Thank you for completing this questionnaire and helping with the study

<p>The contents of this questionnaire are entirely for research and evaluation of the effectiveness of the GMC's Performance Procedures. The questionnaire will be kept strictly confidential, and will not be made known to any persons, including the officers and members of the General Medical Council, and will not be disclosed or published, except in an aggregated or anonymised form in which individuals cannot be identified.</p>	<p>Please return the questionnaire in the enclosed FREEPOST envelope and put it in the General Medical Council.</p> <p>Dr J.C. MacManus MA MB ChB D Ed PhD Professor of Therapeutics and Medical Education University College London Medical School CHEM2, Whittington Hospital, FREEPOST LON 1117, London, N19 5BZ</p>	<p>_____</p>
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Further comments:

▲ please tear here ▲

Questions and Answers about this Evaluation

What is the background to this survey?

The Performance Procedures introduced in July 1997 as a result of the Medical Act of 1995 are the biggest changes in the regulation of British doctors in 150 years. As a unique innovation they are being carefully watched internationally. The GMC recognises the importance of their formal evaluation.

Who is paying for this evaluation?

The GMC is sponsoring several studies of the Performance Procedures, and is also actively looking for external financial support.

Who are the researchers?

The research leaders are independent, university-based academics and their assistants are funded through grants to universities.

Who is running this particular evaluation?

Gina McManus, who is medically qualified, and is Professor of Psychology and Medical Education at University College London Medical School.

What are the aims of the evaluation?

To assess the impact of the Performance procedures on doctors working in the UK, to monitor changes in their practice and to assess their attitudes to the Procedures.

What is the design of the evaluation?

Starting in 1997, representative samples of doctors from the UK *Medical Register* are being asked to complete the enclosed questionnaire. Some doctors will also be asked to help in more detailed qualitative studies. In a longitudinal study some earlier respondents will be followed up in a couple of years time.

When will the evaluation be completed?

The full study is assessing change occurring because of the Performance Procedures, and will not be finished for three or four years. However we hope interim results will be available sooner.

How many doctors are being studied?

In the first year 800 doctors have been asked to help. They are a random sample from the 175,000 doctors on the *Medical Register*, stratified by age, sex, type of practice and place of qualification.

What if I don't know anything about the Performance Procedures?

Please still answer as many questions as possible. We are aware that doctors may differ a lot in their knowledge.

How much of my time will it take?

We think between 10 and 30 minutes, although we realise some people prefer to consider questions more carefully.

Do I have to complete the questionnaire?

Of course not. Participation is voluntary, although we hope you will help. If you are unhappy with just some questions, leave them blank. If you don't want to participate, please say so, and we will not send any further reminders.

Is the study anonymous?

No. The reason is simple. We are looking for change and wish to re-contact some respondents in a few years time. We hope you will understand this constraint, which is a frequent one in medical research.

What about confidentiality?

The questionnaire's confidentiality is assured by the Data Protection Act of 1984. The questionnaires have only code numbers, not names. Publications will only describe aggregated data or anonymised comments.

Will the GMC have access to what is possibly sensitive information?

No. This is a research project and standard research ethics apply. The President, Council and officers of the GMC will have no access at all to the questionnaires. The questionnaire should be returned to the researcher's academic address and not to the GMC. The researcher workers are university employees not GMC employees.

Will I be paid for completing this questionnaire?

We are afraid not. We appeal instead to your professionalism and your recognition that the Procedures are important.

But why do I need to return the questionnaire?

The Performance Procedures may affect *all* doctors. This study to assess the views of a representative sample of all doctors will be most successful if all of those requested can find the time to help.

How will the results be published?

We will submit the findings to a major international medical journal.