

**TITLE: Policy and Procedures relating to Feedback on the  
Deed of Grant**

**Compiled by: Secretariat**

**Classification:**

**Date of Issue: June 2024**

**Date of last review:**

**Date of next review: June 2026**

## Policy on Feedback on the Deed of Grant

### 1. Policy statement:

1.1 GPDF will ensure that all feedback regarding the Deed of Grant (referred to throughout as feedback) is recorded, reported and managed in accordance with the policy and procedure. This will ensure that relationships with all of GPDFs stakeholders are seen to be receiving the appropriate support which in turn will enhance the effectiveness of GPDFs work. Lessons learnt will ensure that GPCs receive a high standard of service and where there is dissatisfaction with a service that this is dealt with efficiently and effectively. In addition, it will reduce the potential for loss of LMC Nominee confidence.

1.2 The [Deed of Grant](#) is a funding agreement between the GPDF and BMA. It funds GPs to take part in GP committee work through the remuneration of committee executive team members as well as topping up the GPC honoraria from the BMA rate to an enhanced GP rate for most committee members. This policy should not be used to make complaints about issues, other than those covered in the Deed of Grant.

Other questions or feedback from LMCs to the BMA on the work of the GP Committees (GPC England, GPC Scotland, GPC Wales, GPC UK, Sessional GPs or GP Registrars) are always welcome. In the first instance please contact the committee secretariat [at the BMA]. LMCs can also contact their GPC regional representative.

### 2. Policy aims

- 2.1 To ensure that people have the opportunity to give feedback on the Deed of Grant.
- 2.2 To prevent problems becoming complaints by adopting a pro-active, positive approach to dealing with them immediately at source.
- 2.3 To provide a standard procedure that ensures the feedback investigation process is consistent, thorough and fair to all parties involved.
- 2.4 To place the emphasis on resolving any issues raised by feedback as quickly as possible.
- 2.5 To ensure that mechanisms for achieving this are agreed, in place at all levels, and understood throughout the organisation.

### 3. Scope of policy

- 3.1 This policy and associated procedure is open to GPC's and LMC's supported by GPDF. This policy and associated procedure is open to individuals or groups.
- 3.2 This policy should not be used to make complaints about BMA issues, other than those covered in the Deed of Grant.

### 4. Accountability arrangements

4.1 Accountability for the implementation, within the organisation, of the Feedback Policy and Procedures lies with the Board of Directors.

## 5. Monitoring & review arrangements

5.1 This policy will be monitored by the Chairperson.

5.2 The Chairperson will monitor the progress of feedback to ensure timescales are observed and that those concerned are kept informed of progress. In addition, any underlying issues that become apparent as a result of the feedback.

## 6. Responsibilities

6.1 All Directors and staff members of the Secretariat have a responsibility to ensure they follow the content of the feedback policy and procedure.

6.2 All Directors and staff members of the Secretariat have a duty to work within the standards and guidelines as specified in the policy and procedure.

6.3 All Directors and staff members of the Secretariat will review their practice as a result of any feedback raised or received. In an incident where someone may be unsure of the interpretations of the policy, they will be supported through the process by a the Chairperson and/or the Head of the Secretariat.

## Feedback procedure

### 1. Purpose

The purpose of this Procedure is to ensure that the ideals set out in the Policy are detailed in a way that is understood by everyone thereby ensuring that the policy can be fully implemented, monitored and reviewed within the organisation.

### 2. Introduction

2.1 The primary objective of local resolution \* will be to provide the fullest possible opportunity for investigation and resolution of the issue, aiming to satisfy the those concerned while remaining scrupulously fair to all parties involved in the Deed of Grant.

*(\*Local resolution is equivalent to as close to the source of the original comment or concern as is possible)*

### 3. What is feedback?

3.2 Feedback is an expression of satisfaction or dissatisfaction with a service, or services supplied under the Deed of Grant. Currently the Deed of Grant primarily covers honoraria top-ups and officer remuneration. Feedback may be made either verbally or in writing. It may concern any aspect of the services e.g.

- Communication
- Behaviour or attitude
- Management

This does not constitute an exhaustive list

3.3 Directors issues may be reported through the Feedback Policy.

#### **4. Negative Verbal Feedback**

- 4.1 If feedback is made verbally to any Director, the person to whom the feedback is first made should attempt to resolve the issue, to the satisfaction of the person raising the issue.
- 4.2 Where a Director is unable to resolve the negative feedback, is unable to investigate it adequately or feels unable to give the assurance that it requires, they must refer the individual to the Chairperson or Head of the Secretariat.
- 4.3 Any Director who has resolved/attempted to resolve negative feedback must document the incident<sup>1</sup> and inform the Chairperson or Head of the Secretariat of the feedback, the action taken and the outcome.
- 4.4 The Chairperson or Head of the Secretariat may choose to investigate the issue further and contact the individual.
- 4.5 If the Chairperson or Head of the Secretariat feels the feedback is of a serious nature, the proposed action will be discussed, and the most appropriate course of action decided.

This may be:

- a) to commence an immediate investigation and respond to the feedback by telephone, in writing or at a subsequent meeting
- b) to invite the individual to put their feedback in writing to the Chairperson for formal investigation

#### **5. Feedback via telephone**

- 5.1 If a Director receives feedback by telephone, they should, in the first instance, take the name, telephone number and brief details of the feedback (and give the caller assurance that their call will be returned) before following steps 4.1-4.5 of this procedure.

#### **6. Written feedback**

- 6.1 When written feedback is received by any Director it will be passed immediately to the Chairperson. The Head of the Secretariat will also be notified immediately the feedback is received and will record the feedback on the central Register of Feedback. Acknowledgement of receipt of the feedback will be made, by the person receiving the feedback, to the Chairperson within 2 working days.
- 6.2 Written feedback will be investigated by the most appropriate person, (the Investigating Officer) who will make written records and arrange for the feedback to be formally acknowledged within 5 working days. It is expected that in most cases the investigation will be the GPDF's Lead Negotiator for the Deed of Grant.
- 6.3 If a full response cannot be given within this time, the acknowledgment will indicate how long the investigation is likely to take; this should be within 21 working days from the date of receipt of the feedback.
- 6.4 The BMA shall be informed of the nature of the feedback and given the opportunity to comment (in writing) in response.

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<sup>1</sup> see attached format

6.5 The investigating officer should invite those giving feedback to a meeting, which will be minuted, to discuss and attempt to resolve their concerns.

## **7. Unresolved feedback**

7.1 Feedback that cannot be dealt with by the designated Investigating Officer will be reported to the Chairperson.

7.2 Where the person giving feedback remains dissatisfied with the response, he/she/they should be advised of the Right of Appeal to the Chairperson of the Board of Directors.

7.3 The Board of Directors will nominate 3 members who are appropriately qualified to hear the appeal.

7.4 Any feedback against Directors or Secretariat will be reported immediately to the Chairperson. Any against the Chairperson will be reported to the Head of the Secretariat and investigated as per procedure.

## **8. Management arrangements in case of feedback**

8.1 On receipt of a written, formal feedback of a serious nature, the Chairperson will inform the members of the Board of:

- a) the seriousness of the feedback and whether it necessitates discussion or onward referral;
- b) the most appropriate person to acknowledge the feedback and take the lead in the investigation;
- c) which people, if any, need to be informed;
- d) whether the case should be reported to professional bodies, insurers, or solicitors.

8.2 It is the responsibility of the Investigating Officer to ensure that each piece of feedback is thoroughly investigated. Where a designated Investigating Officer delegates aspects of the enquiry to other people, it remains the Investigating Officer's responsibility to ensure that appropriate action is taken promptly, and he/she will be accountable for ensuring that timescales are adhered to.

8.3 If the individual giving feedback has any remaining concerns after receiving the response letter, these will be immediately investigated, and a second response letter sent from the Chairperson within 14 working days.

8.4 The second response letter will indicate the right of the individual to seek a further investigative process via the Head of the Secretariat. In this instance the feedback cycle is re-activated.

8.5 At the end of this if there is no local resolution then the individual will be offered an independent review of the feedback.<sup>2</sup>

8.6 The request for Independent Review will be considered by a suitable person(s) appointed as a convenor.

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<sup>2</sup> Any organisation with public or quasi-public authority must offer the right to impartial hearing/tribunal and effective remedy (Human Rights Act 1998).

8.7 The Chairperson will request a statement signed by the individual giving feedback, which sets out their grievance and explains why they are dissatisfied with local resolution. The convenor will then decide whether to convene an Independent Review Panel or whether to refer back to local resolution<sup>3</sup> for reconsideration.

8.8 If the investigation of any feedback leads to disciplinary action against a Director the Disciplinary Procedure will be initiated, although the Feedback Procedure still needs to be followed in terms of responding to the individual.

## **9. Documentation**

9.1 The Chairperson or other designated Investigating Officer must keep a comprehensive and detailed written record of the investigation of all feedback, which charts each specific action taken, the date on which it was taken and by whom. The template for this is attached to this procedure.

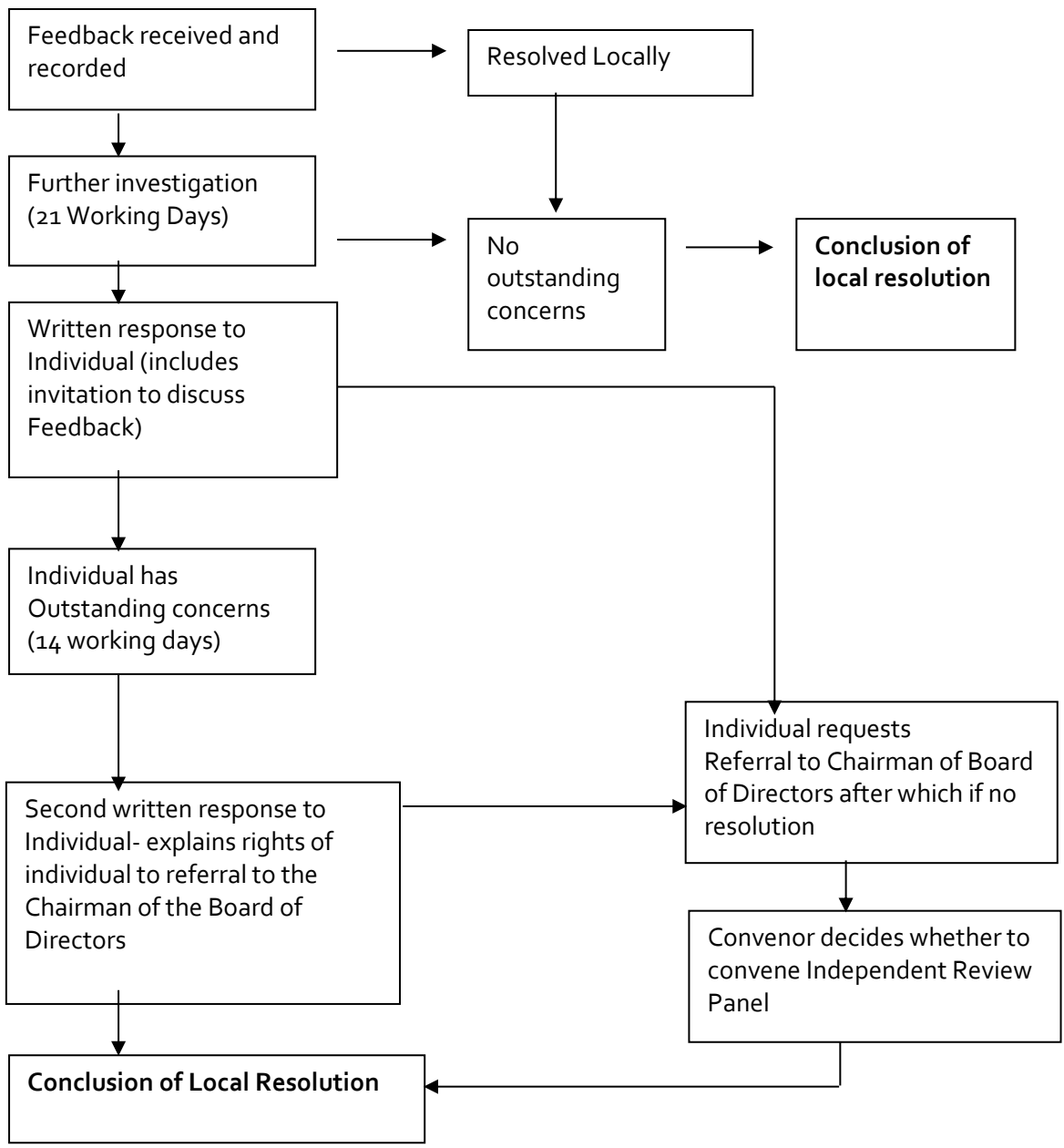
9.2 It is the responsibility of the designated Investigating Officer to keep other relevant parties informed and up to date on progress of all feedback being investigated.

9.3 A summary of all feedback and investigations will be made to LMC Nominees at Annual Meetings.

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<sup>3</sup> Guidance contained in HSC 1999/193

### Feedback procedure flow diagram



**Feedback log**  
**No. 001**



UNIT/DEPARTMENT NAME.....

- A: Communication
- B: Behaviour/Attitude
- C: Management Policy
- D: Other (specify).....

Date	Individuals Full Name/Contact No.	A	B	C	D	Details of Feedback & Action Taken



**PART 1**

(To be completed by person receiving verbal/written feedback)

**Date & time:**

**Department:**

**Names of people involved:**

**Details of Feedback:**

**Individual's name:**

**Individual's address:**

**Post Code:**

**Telephone number Day:**

**Evening**

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**Name of person receiving feedback:**

**Action taken (if any):**

**Was the Feedback Resolved Immediately:**

Yes/No (please delete)

**Signature:**

**Date:**

Please keep original to enable you to complete part 2 and send copy of Part 1 to the Head of the Secretariat immediately after completion for recording on Feedback Log and allocation of a Feedback Number

**Part 2 – Action:**  
(To be completed signed by Chairperson of GPDF)

<b>Feedback resolved immediately:</b>	Yes/ No
Date:	
<b>Feedback forwarded on for further investigation to:</b>	Date:
<b>Acknowledgement sent:</b> (This is not required if a full reply can be sent within 5 working days)	Date: NA
<b>Interim reply sent:</b> (This is required if a full reply cannot be sent within 20 working days)	Date: NA
<b>Investigation completed and conclusion reached:</b>	Date:
<b>Full reply sent:</b>	Date:
<b>Feedback reported to the Board</b>	Date:

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**Deedback investigated by:**

**Conclusion:**

**Feedback upheld:** Yes / No†

**Key lessons learned:**

**Recommended action):**  
(Please see attached action plan if more detailed action required)

**Signature of Senior Manager:**

Date:

Completed form to be sent to Head of Secretariat

**Feedback action plan:**

**Individual's Name:**

**Date of Complaint:**

**Feedback No:**

**Brief Summary of feedback:**

<b>Action/Change in Practice/Procedure</b>	<b>Target Date</b>	<b>Person Responsible for Action</b>	<b>How has action been implemented</b>	<b>Date completed</b>

Signed:

Signed:

Investigating Person

Chairperson

Date:

Date: