

A comprehensive and practical review of the NHS complaints and disciplinary procedures. This book explains the processes in detail with particular reference to their implications for general practitioners. It also includes reference to the procedures in the hospital service where they differ from those in the Family Practitioner Service and where they have relevance to general practitioners. Given the responsibilities placed on general practitioners for operating the initial stages of the complaints process, and an increasingly litigious and complaints-minded society, understanding the procedures is important.

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