

In reply please quote

HM/FPD/2002/0779

30 April 2002

**GENERAL  
MEDICAL  
COUNCIL**

*Protecting patients,  
guiding doctors*

Mrs M Bulbeck

**Code A**

Dear Mrs Bulbeck

Thank you for your letter of 22 April 2002.

It is the GMC's policy to send copies of complaints to the doctors concerned, so that they have the opportunity to explain their side of the story. I have therefore sent a copy of your complaint to Dr Lord and invited her comments, within four weeks, on the matters you have raised. I should explain that, at this stage, Dr Lord is under no obligation to comment, but should she choose to do so, I will provide you with a copy of her comments.

Once four weeks have elapsed, we will refer the case to a medical member of the GMC known as the screener. The screener is appointed to consider complaints about doctors' conduct and performance, and decide whether the GMC can take action on them. The screener may decide to close the case without taking any action, or to issue Dr Lord with a letter of advice about her future conduct, or they may refer the case for consideration by the GMC's Preliminary Proceedings Committee.

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Thank you for bringing this matter to the Council's attention and I look forward to hearing from you as soon as possible or at least within the next 21 days.

**Code A**

**Code A** files  
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Enclosure: Complaints about professional conduct.