

03 April 2025

**Your Case Ref: J016-2025**

Dr Ramesh Mehta CBE

President BAPIO

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**Chair**  
Professor Dame Carrie MacEwen

**Chief Executive and Registrar**  
Charlie Massey

**Re: GMC Disciplinary Process and Associated Backlog**

Dear Ramesh,

Thank you for your recent correspondence, and the concerns you have raised regarding delays in our processes.

To confirm, there is no current backlog of concerns for us to assess. We continue to meet all of the Standards of Good Regulation assessed by the Professional Standards Authority ('PSA'), including those linked to timeliness of our fitness to practise investigations, with the PSA acknowledging continued improvement in that area. We also continue to meet our published performance measures, including to conclude 90% of fitness to practise cases within 12 months.

However, we acknowledge that completing some investigations can take longer, and, of course, this is often a very worrying and distressing time for the individual concerned. Though we do try to conclude our investigations in as short a time as possible, there are cases where this is not possible for a number of reasons including waiting for the conclusion of a third-party investigation, completing Performance Assessments or consideration of potentially adverse information.

Throughout our investigations, we regularly monitor case progression to ensure our investigations are advancing correctly, and if there are any delays due to external organisations or outside factors then these are reviewed and acted on as appropriate.

We fully recognise that being the subject to a complaint can be stressful for any doctor. We are keen to do all we can to make our processes as straightforward as possible and have taken steps to minimise the potential impact on doctors as much we can within the rules we are bound by. For example, we:

- offer an initial telephone call to a doctor when we commence an investigation, to explain our processes and answer any questions they may have
- ensure the doctor has a named point of contact throughout an investigation
- continually review the language and tone of our communication
- may pause an investigation for up to six months where the doctor is unwell or struggling to engage.

We continue to fund the [Doctor Support Service](#), which is run by the British Medical Association and provides independent, confidential, emotional support for doctors subject of a fitness to practise investigation. There is also the [MPTS support service](#) for doctors during a hearing.

I want to assure you that the health and wellbeing of doctors, and the impact that our fitness to practise process can have on doctors that are complained about, is very much a focus for us. We continue to hear and seek out the view of doctors, their families and all those impacted by the fitness to practise process about their experiences.

Yours sincerely

A handwritten signature in black ink that reads "Charlie Massey". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

**CHARLIE MASSEY**