

SPSO decision report



Case: 201004170, a medical practice, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: appointments; staff attitude
Outcome: complaint withdrawn

Summary

Ms C made a GP appointment for her daughter, who was unwell. When, however, her daughter became more unwell Ms C phoned to request a GP home visit on an earlier date. She did not specifically cancel the booked appointment. As their records showed that she had not kept an appointment on an earlier occasion, the practice wrote to her saying that if she continued to miss appointments, they would remove her from their register. She complained that it was unreasonable for them to have done this, and said that she was also unhappy with the practice's attitude when she phoned them about the letter. We explained that although we could look at the first part of her complaint, we would be unable to prove what happened during the phone call. Although she was disappointed that we would not be looking at this, she withdrew her complaint.