

SPSO decision report



Case: 201004348, A Medical Practice, Greater Glasgow and Clyde
NHS Board

Sector: health

Subject: policy/administration

Outcome: upheld, recommendations

Summary

Mr C was a new patient at the practice and his medical records had not yet arrived. While the practice was waiting for them, Mr C asked for additional medication. When he did not receive this, he complained about how the practice had dealt with his request. We found that they had not in fact properly actioned it. We recommended that the practice apologise to Mr C and carry out a significant event analysis to identify the problem and prevent a recurrence.

Recommendations

We recommend that the medical practice:

- apologise to Mr C for the way they dealt with his request; and
- conduct an Significant Event Analysis of this incident.