

Case: 201100638, A Medical Practice, Tayside NHS Board
Sector: health
Subject: lists
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained on behalf of their son (Mr A) who has suffered from Obsessive Compulsive Disorder (OCD) for many years. Mr A has a council flat that he regards as his permanent address and wishes to retain. However, Mr and Mrs C said that, because of the controlling nature of Mr A's illness and other issues, Mr A spends much of his time with them in their home outwith the catchment area of Mr A's medical practice.

When the practice became aware of Mr A's living arrangements, they suggested it might be in his best interests to register with a practice more local to his parents' home.

Mr and Mrs C disagreed and complained that the practice tried to force Mr A to register elsewhere; that they failed in their duty of care to their son and that they refused him an appointment. Mr and Mrs C also complained that the practice did not handle their complaints properly.

On looking into the complaint, we found no evidence to suggest that the practice had acted unreasonably in relation to Mr A's living arrangements. We did not find any evidence to suggest that Mr A was unreasonably removed; or that the practice had failed in their duty of care to Mr A. We also saw no evidence that Mr A was refused an appointment or denied access to medical services.

On looking at the practice's handling of Mr and Mrs C's complaint, we found that the practice had properly handled and addressed the complaint.

We did not uphold this complaint.