

Case: 201102077, A Medical Practice in the Lothian NHS Board area
Sector: health
Subject: communication, referral, practice lists
Outcome: not upheld, no recommendations

Summary

Mr C was unhappy with his former GP practice. He complained about his GP's failure to promptly give him hospital scan results, and a failure to refer him to a hospital specialist. He also complained that the practice inappropriately asked him to register with another practice, and that the practice manager failed to investigate his concerns or answer his complaints fully.

We did not uphold any of Mr C's complaints. We looked at the medical records and took advice from one of our medical advisers. Given the circumstances of this case and given that the scan took place because of a referral within the hospital and not from the practice, we did not find it unreasonable that Mr C had to ask the GP about his scan results. After Mr C did so, the GP appropriately gave advice and prepared a prescription. We also found that there was no reason for the GP to refer Mr C to the hospital, as the scan report did not indicate this (which it normally would if required).

Shortly after the consultation, the practice wrote to Mr C asking him to register with another practice nearer to his home, as he no longer lived in the practice's catchment area. Our investigation found that the practice initially appeared to have taken account of Mr C's personal circumstances and allowed him to remain on their list, despite that fact that he was living in temporary accommodation outside their established catchment area. As Mr C remained in temporary accommodation for some time, however, the practice decided that it would be more appropriate for him to register with a practice nearer to his home. We found that, in doing so, the practice acted in line with their guidance.

Finally, we found no evidence that the practice failed to investigate Mr C's concerns or answer his complaints fully. The records showed that they acted in line with their complaints procedure, and based their response on their guidelines, policies, and records of Mr C's consultations.