

SPSO decision report

Case: 201103701, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C was concerned about his prescription for gluten-free products, and wrote to his GP practice several times about it. The GP responded explaining that they also wished to resolve the issues about Mr C's prescription and invited him to make an appointment to discuss this. Mr C was unhappy with this response and complained to us that since he registered with the practice they had refused to prescribe gluten-free products to him.

The practice told us that they believed that each request had been fulfilled as Mr C had wished, although they recognised that he remained dissatisfied. Our investigation found no evidence that the practice had refused to prescribe him with gluten-free products. We also found that their actions in seeking resolution of the matter were reasonable.