

## SPSO decision report

**Case:** 201104528, A Medical Practice in the Lanarkshire NHS Board area  
**Sector:** health  
**Subject:** appointments/admissions (delay, cancellation, waiting lists)  
**Outcome:** not upheld, no recommendations

### Summary

Mr C was unhappy about the poor service he said he received from his medical practice, in particular the long wait for an appointment. He also said the practice had failed to advise him of the appointment procedure when he and his wife joined the practice and that their complaints procedure was not fit for purpose.

We found that the practice did operate an appropriate appointments procedure which complied with the guidance set out by Health Rights Information Scotland. We also found no evidence to suggest that the practice had failed to advise Mr C about the appointments procedure when he joined. Our investigation of Mr C's complaint showed that the practice's complaints procedure was accessible and fit for purpose.