

## SPSO decision report

**Case:** 201200021, A Medical Practice in the Tayside NHS Board area  
**Sector:** health  
**Subject:** communication, staff attitude, dignity, confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained that her medical practice had kept information from her about her hospital test results. She also said that when she wrote a formal letter of complaint to the practice they had failed to address the issues she raised.

Our investigation found, however, that the practice had correctly reported the outcome of the hospital tests to Ms C and that their response letter to the complaint was appropriate.