

SPSO decision report

Case: 201203403, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: communication, staff attitude, dignity, confidentiality
Outcome: upheld, recommendations

Summary

Ms A was removed from the practice's treatment list. She believed this was inappropriate, and complained to the practice. She remained dissatisfied when she received their response and her partner (Mr C) complained to us on her behalf.

When we investigated, we found that the practice had not met the requirements of the relevant regulations for the removal of a patient from a treatment list. We upheld Mr C's complaint that Ms A's removal from the practice list had been inappropriate, and made recommendations to address this.

Recommendations

We recommended that the practice:

- apologise directly to Ms A that she was inappropriately removed from their treatment list; and
- review their procedures on the removal of patients from their treatment list to ensure that they comply with the relevant regulations, guidelines and guidance.