

SPSO decision report

Case: 201204786, 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 complained about his former medical practice. He said that he worked as a self-employed plasterer and for some time had suffered from tennis elbow which affected his ability to work. He said that after he had physiotherapy he returned to the practice as requested, but was refused a further sick line. Mr C complained that the doctor concerned would not listen to him and, despite the fact that he was not fit to work, would not give him a sick line.

To investigate the complaint, we looked at all the available information, including the complaints correspondence and Mr C's medical records. After also obtaining independent advice from one of our medical advisers, we did not uphold Mr C's complaint. The adviser said that the responsibility for sickness notification was a statutory one. GPs issue sick notes after assessing the patient, which includes taking an occupational history and conducting an examination. In Mr C's case, the examination showed no abnormality and the GP recommended that he go back to work but should return to the practice if the problem recurred. As the GP did not think Mr C was unfit for work, she did not provide a sick line. The adviser said that in all the circumstances, this was in order.