

## SPSO decision report

**Case:** 201204853, A Medical Practice in the Forth Valley NHS Board area  
**Sector:** health  
**Subject:** communication, staff attitude, dignity, confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that his medical practice refused to update him on changes in his son (Master A)'s medical file, about which his estranged wife had not told him. Mr C also complained that the practice had prevented him from transferring his son to an alternative practice in the area.

We looked at the information provided by Mr C and obtained information from the practice. We also took independent advice from our GP adviser. Our investigation found that the practice were not required to keep Mr C informed, and that it was a matter for him and his estranged wife to resolve. We also found that the practice had acted correctly dealing with Mr C's request to transfer Master A, as it was not reasonable for one parent to try to re-register a child without the other parent's knowledge.