

SPSO decision report

Case: 201205268, A Medical Practice in the Lothian NHS Board area

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, recommendations

Summary

Miss C, who had a number of health problems, complained about the care and treatment she received when she re-registered with her medical practice. After taking independent advice from one of our medical advisers, we did not uphold her complaint about treatment, as we found that it was reasonable in terms of Miss C's health conditions, and there was no fault with the medical care she had received. We also accepted that, given the need for continuity of care, it was reasonable that Miss C was seen by one GP there, with a 'buddy' GP in his absence. We noted that Miss C was able to see a female GP in the event of any gynaecological health issues, and was also able to use unscheduled care services for non-routine matters. We did not uphold her complaint, but made a recommendation as we felt that it would have been beneficial if the practice had involved Miss C in deciding which GP she should see regularly.

Recommendations

We recommended that :

- should in future consider agreeing patient consultation arrangements in partnership with the patient, rather than advising the patient (without their involvement) of who they are allowed to see.