

## SPSO decision report

**Case:** 201405375, A Medical Practice in the Greater Glasgow and Clyde NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Ms C complained that her medical practice unreasonably continued to prescribe a medication to her for significantly longer than they should have. She felt the practice should have informed her about the updated guidance on this medication, and she was also concerned that they had unreasonably failed to note that she was receiving double prescriptions.

We obtained independent advice from a GP adviser, who said that prescribing this medication long-term was appropriate for Ms C's condition, although this medication was not recommended for long-term use for other conditions. We found that the practice acted reasonably in prescribing this medication for Ms C. We also noted that Ms C's prescribing had been regularly reviewed in line with the relevant guidance. We noted that, for a period, Ms C was obtaining a double prescription but, when this was brought to the attention of the practice, they correctly stopped the repeat prescription, and placed her on a fortnightly acute prescription. As we were satisfied with the practice's actions in this case, we did not uphold the complaint.