

SPSO decision report

Case: 201502371, A Medical Practice in the Tayside NHS Board area
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Mrs C complained that the practice had not contacted her to tell her about the need for blood tests to be repeated. The practice responded to her complaint advising that they held a recording of a phone conversation in which she was told about the need for blood tests to be repeated. They offered Mrs C the chance to hear the recording. Mrs C brought her complaints to us. We received a transcript of the call from the practice, which supported their view. We decided we would not pursue the matter further in those circumstances.