

SPSO decision report

Case: 201504847, A Medical Practice in the Tayside NHS Board area
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Ms C complained that a member of staff at her GP practice had divulged confidential medical information about her to a mutual acquaintance and the practice did not thoroughly and appropriately investigate her complaint to them about this.

Our investigation found that the practice had taken reasonable and appropriate action to investigate the matter, including taking statements from Ms C's friend (who had overheard a conversation between the staff member and the mutual acquaintance), the mutual acquaintance and the staff member. Despite this, it was not possible to determine exactly what had been said. In these circumstances, we were unable to uphold the complaint.