

SPSO decision report

Case: 201508899, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, recommendations

Summary

Mr C complained about care he and his wife (Mrs C) received from their medical practice. This related to the prescribing of medication to Mr C and a repeat blood test, the investigation and treatment of symptoms suffered by Mrs C and invitations sent regarding appointments.

We sought independent medical advice on the complaint. The adviser had no concerns about the medical care provided by the practice and we did not uphold Mr C's complaints.

However, during the investigation concerns were raised about the practice's complaints handling and a particular doctor's approach to complaints. For that reason we made a number of recommendations to address these concerns.

Recommendations

We recommended that the practice:

- provide this office with a copy of the practice's complaints handling procedure demonstrating compliance with the Patient Rights Act and government guidance 'Can I Help You?';
- reassure this office that the practice has a robust system for recording and storing complaints documentation; and
- discuss the findings of this investigation with the doctor's appraiser.