

## SPSO decision report

**Case:** 201600330, A Medical Practice in the Lothian NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained about the practice's failure to make reasonable adjustments to her medication regime regarding repeat prescriptions required following her consultation with a consultant ophthalmologist. Mrs C felt that there had been delays in the provision of eye drops and ointments.

We took independent advice from a GP adviser who said that the practice had provided details of their repeat prescription policy which was reasonable. They said the practice had acted reasonably in regard to the issue of ophthalmic prescriptions, and where they were unable to provide a prescription when requested this was due to either there being a need to clarify the prescription or due to medication supply issues. We did not uphold the complaint.