

SPSO decision report

Case: 201602009, A Medical Practice in the Lothian NHS Board area

Sector: health

Subject: clinical treatment / diagnosis

Outcome: some upheld, no recommendations

Summary

Mrs C said that her medical practice did not provide a reasonable response to phone calls she made when she became unwell. Specifically, she had to phone three times before her call was returned towards the end of the working day by a GP. We found the practice had no record of the first two phone calls Mrs C made, although they did not dispute she had made them.

We took independent advice from a GP adviser. We concluded that the response from the practice to Mrs C's calls was a reasonable one as she received a return call and telephone consultation the same day she requested it. Therefore we did not uphold Mrs C's complaint.

Mrs C also complained that the GP she spoke to on the phone failed to check her records for allergies. In doing so, the GP missed that a drug prescribed to Mrs C by an emergency out-of-hours GP was one that she had previously suffered an adverse reaction to. We therefore upheld this complaint. The GP practice apologised to Mrs C for the distress and discomfort she suffered.