

SPSO decision report

Case: 201607644, A Medical Practice in the Lanarkshire NHS Board area
Sector: health
Subject: policy / administration
Decision: not upheld, no recommendations

Summary

Miss C complained to us that the medical practice had unreasonably notified the Driver and Vehicle Licensing Agency (DVLA) that she had alcohol issues. She said that she had to surrender her driving licence for a period and that she had suffered financially as a result. The practice explained that they had acted in accordance with their policy about advising patients to inform DVLA about alcohol problems and the circumstances where the practice could contact DVLA themselves.

We took independent advice from an a GP adviser and concluded that the practice policy in force was reasonable and that the practice were entitled to notify DVLA in this instance. We did not uphold the complaint.