

SPSO decision report

Case: 201700614, A Medical Practice in the Tayside NHS Board area
Sector: health
Subject: lists (incl difficulty registering and removal from lists)
Decision: not upheld, recommendations

Summary

Ms C complained about a number of consultations, for different medical complaints, that she had at her GP practice. Ms C also complained that she had been unreasonably removed from the practice list, and she complained about how the practice had responded to her complaint.

We took independent advice from a GP adviser. We found that Ms C had received a reasonable standard of care and treatment, and so we did not uphold this aspect of the complaint. However, we did find a consultation which had happened had not been noted in the clinical records. We made a recommendation to address this.

We found that the practice had followed the correct procedure when removing Ms C from their patient list and that they had responded thoroughly to her complaint. We did not uphold these complaints.

Recommendations

What we said should change to put things right in future:

- All interactions with patients should be documented, adhering to the standard of record-keeping set out in the General Medical Council's Good Medical Practice Guidance.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.