

## SPSO decision report



**Case:** 201102565, A Medical Practice, Lanarkshire NHS Board

**Sector:** health

**Subject:** lists

**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that a medical practice acted unreasonably in sending him a letter warning him of unacceptable/intimidating behaviour following a visit to the practice. Mr C disputed that, during the incident in question, his behaviour had been unacceptable/intimidating. In the absence of objective evidence to support Mr C's version of events, we were unable to uphold the complaint. However, we did suggest to the practice that, as a matter of good practice and so that additional evidence is available if they are challenged, they should consider keeping a contemporaneous record of such incidents in future.