

## SPSO decision report

**Case:** 201203440, A Medical Practice in the Lothian NHS Board area  
**Sector:** health  
**Subject:** communication, staff attitude, dignity, confidentiality  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained about various aspects of his treatment by reception staff and the practice manager when he attended the practice on two occasions.

Our investigation found that there had been shortcomings in a number of areas and because of this we upheld the complaint. However, we also noted that the practice had already reviewed what had happened and had identified a number of areas where they could have handled things better. They had taken adequate action to put things right and help prevent these problems from happening again. We did not, therefore, find it necessary to make any recommendations.