

SPSO decision report

Case: 201500728, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: complaints handling
Outcome: upheld, recommendations

Summary

Mr C raised numerous concerns about the way that the practice dealt with an incident when he attended the practice. There was a difference of opinion between Mr C and the staff about what had occurred. Mr C subsequently had a meeting with the practice to discuss his concerns and he was accompanied by an independent witness. Mr C complained to this office that the practice had failed to provide a note of the meeting or provide specific information relevant to the practice's investigation into his complaint. In particular, he wanted to know whether the practice staff had been spoken to prior to the practice contacting the Medical and Dental Defence Union of Scotland (MDDUS) for advice.

We found that although the practice were trying to be helpful in arranging the meeting, they did not provide all the information which was requested. This appeared to be the result of a misunderstanding by the practice staff. The information would have assisted Mr C in determining whether he was going to consider further action in an effort to resolve his concerns. We also found that the practice had failed to include our contact details in their final letter of response which is a requirement under the NHS complaints procedure. We upheld Mr C's complaints.

Recommendations

We recommended that the practice:

- apologise to Mr C for the failings which have been identified in this investigation;
- respond to the issue as to whether staff were spoken to prior to contact with MDDUS; and
- remind staff who are responsible for responding to formal complaints to remember to include our contact details in their final response letters.