

SPSO decision report

Case: 201604142, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: lists (incl difficulty registering and removal from lists)
Outcome: not upheld, no recommendations

Summary

Miss C complained that her medical practice unreasonably removed her from the practice patient list because of comments which had been made on her social media site. The practice said that they would not tolerate such comments and that there had been a breakdown in the doctor/patient relationship which meant that it was not possible for them to treat Miss C. They considered the tone of the comments to be both threatening and bereft of any respect for the practice.

We took independent advice from an adviser in general practice and concluded that the comments which were made could be reasonably interpreted as threatening to the practice and as such it was not unreasonable that Miss C was removed without a preceding warning. We found the practice had adhered to their contractual specifications in this regard and their actions were reasonable. We did not uphold Miss C's complaint.