

SPSO decision report



Case: 201709246, A Medical Practice in the Greater Glasgow & Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: upheld, recommendations

Summary

Ms C complained that the practice unreasonably referred her to the community mental health team. The practice had been contacted by the social work department and the police about Ms C and, in response, the practice referred Ms C to the community mental health team without discussing it with her or seeking her consent. Ms C complained about the referral saying that it was unreasonable in the circumstances.

We took independent advice from a medical adviser. We found that the practice did not follow the relevant guidance when they referred Ms C, and that referring her without her knowledge or consent was unreasonable. We upheld the complaint.

Recommendations