

## SPSO decision report

**Case:** 201810822, A Medical Practice in the Fife NHS Board area  
**Sector:** Health  
**Subject:** Lists (incl difficulty registering and removal from lists)  
**Decision:** some upheld, recommendations

### Summary

C complained about matters relating to their previous GP practice. C had been removed from the practice list as in the practice's view there had been a complete breakdown in the doctor/patient relationship due to the way C was using a prescribed antibiotic medication. The practice wrote to C to inform them of their decision.

C had concerns about the practice's decision to remove them from the list. We found that the practice had failed to provide C with a warning before removing them from the practice list. Therefore, we upheld this aspect of the complaint.

C was also unhappy with the factual accuracy of a letter sent by the practice regarding the removal decision. We did not find that the practice's letter contained inaccuracies and we were unable to conclude that it was unreasonable. We did not uphold this aspect of the complaint.

### Recommendations

What we asked the organisation to do in this case:

- Apologise to C for the failure to issue a warning before removing C from their practice list. The apology should meet the standards set out in the SPSO guidelines on apology available at [www.spsso.org.uk/information-leaflets](http://www.spsso.org.uk/information-leaflets).
- Reconsider any application to register received from C.

What we said should change to put things right in future:

- A breakdown in a doctor/patient relationship should be managed in line with General Medical Council guidance and the relevant legislation.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.