

## SPSO decision report

**Case:** 201103924, Lothian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** some upheld, recommendations

### Summary

Mr C complained that there were several errors in a letter that a doctor sent to his GP after he attended a clinic about his stomach problems. He said that this showed the doctor had not paid attention to him during the consultation. We obtained the doctor's notes of the consultation and asked for his comments on the matter. The doctor said that he believed that the notes he took and the letter he dictated following the consultation with Mr C were accurate. Our investigation did not find any evidence to support Mr C's complaint that there were errors in the letter.

Mr C also said that the doctor sent the letter to the wrong medical practice. Our investigation found that the letter had been sent to the correct practice and did not uphold this part of Mr C's complaint. However, we found that when Mr C complained to the doctor about the letter, the doctor sent the complaint to Mr C's practice, but did not respond to it.

### Recommendations

We recommended that the board:

- write to Mr C to apologise for the doctor's failure to respond to his complaint.