

Case: 201103054, Lanarkshire NHS Board
Sector: health
Subject: appointments/admissions (delay, cancellation, waiting lists)
Outcome: not upheld, no recommendations

Summary

Ms C complained that obstacles were put in her way when she attempted to register with a GP. Ms C complained that the systems in place at three medical practices to which she applied were obstructive and were not properly applied. She claimed that as a result she was prevented from registering with a GP.

Our investigation established that the systems in place at all three practices reflected national standards and were, therefore, found to be reasonable. In addition, in trying to resolve Ms C's complaint the board offered firstly to register Ms C at a practice of her choice. Ms C declined this offer as she felt it would negate her purpose in complaining. Subsequently, when Ms C was dissatisfied with the responses from the individual practices, the board offered four months later to facilitate a new patient appointment at one of the practices. Again Ms C declined the offer on the basis that it would negate her complaint.

We found that the offers made by the board were a reasonable attempt to resolve not only Ms C's complaint but the difficulties she had found in registering with a GP. We expect complainants to co-operate with bodies in trying to resolve complaints and that where a reasonable offer to do so is made, we consider it appropriate for the complainant to accept such an offer. The board have confirmed that the offer to register Ms C at a practice of her choice is still open to her. We have encouraged Ms C to contact the board to discuss this.