

SPSO decision report

Case: 201200144, A Medical Practice in the Fife NHS Board area
Sector: health
Subject: communication, staff attitude, dignity, confidentiality
Outcome: not upheld, no recommendations

Summary

Mrs C complained that her mother (Mrs A) had mobility problems, which caused her great difficulty in attending the medical practice. Mrs C wanted an assurance that the GPs would make non-emergency home visits to Mrs A if required. The practice explained that there would have to be a clinical need for a GP to make a home visit and that they thought that Mrs A could manage to attend the practice.

Our investigation found that on one occasion when a home visit was requested, a GP did attend. However, the following week a home visit was requested and a GP refused to attend as there was no clinical need and said that Mrs A would have to attend the practice. We did not uphold the complaint but we found that the GP should have involved Mrs A more in the discussions rather than correspond with Mrs C.