

SPSO decision report

Case: 201401248, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mrs C said that when she was a patient at the practice, the acronym DNR appeared in her medical records. She said she was told by a medical professional this meant 'do not resuscitate'. She was extremely upset about this and wrote to the practice asking for an explanation. The practice said that the acronym referred to 'diabetic nurse review' and that they used the abbreviation DNAR for 'do not attempt resuscitation', rather than DNR. Mrs C complained that this explanation did not make sense in the context of her medical records.

After taking independent advice from one of our medical advisers, we found that the practice's explanation was accurate and that they had responded to Mrs C's complaint in a reasonable way.