

SPSO decision report

Case: 201603468, A Medical Practice in the Grampian NHS Board area
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Outcome: not upheld, no recommendations

Summary

Mrs C complained that when she phoned the medical practice for an appointment, she was given neither an appointment nor a phone consultation.

We looked at the practice's records and took independent advice from a GP adviser. As there was no audio recording of the phone calls, we could not determine what was said. There was no evidence that Mrs C was not taken seriously when she was unwell, and we found that she saw a GP the day after she phoned the practice. We did not find that practice staff failed to respond to Mrs C's request for a medical consultation in a reasonable manner and therefore we did not uphold Mrs C's complaint.