

## SPSO decision report



**Case:** 201902987, A Medical Practice in the Lanarkshire NHS Board area  
**Sector:** Health  
**Subject:** lists (incl difficulty registering and removal from lists)  
**Decision:** upheld, recommendations

### Summary

C attended the practice to collect prescriptions and had a brief discussion with a member of staff. Subsequently, C received a letter from the practice informing them their registration with the practice had been terminated due to inappropriate behaviour. C considered the practice's actions to be unreasonable.

We found that the practice failed to follow the relevant process prior to removing C's registration. The practice did not give a prior warning or keep reasonable records of the actions they took. We also found that the practice did not provide an accurate response to C's complaint. As such, we upheld the complaint.

### Recommendations

What we asked the organisation to do in this case:

- Apologise to C for failing to investigate C's complaint appropriately, failing to issue an accurate response letter and for unreasonably removing C from the list of patients. The apologies should meet the standards set out in the SPSO guidelines on apology available at [www.spsso.org.uk/information-leaflets](http://www.spsso.org.uk/information-leaflets).

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.