

## Case Studies

**Katie Weston advocate for Independent Health Complaints Advocacy Service (IHCAS) has recently been working with three local people to support them to resolve complaints they have with their local GP Practices. (The names below are not peoples' real names)**

Sam approached IHCAS to help with support to remove comments on their medical records.

They were provided with a patient summary to take to a hospital appointment and when reading the summary become angry with some of the comments written by their GP. Sam requested a copy of their medical records and with the support from Katie read their medical records and identified one comment which they felt needed to be changed and another, they felt should be removed. Katie wrote to the GP Practice and arranged a Local Resolution Meeting.

During this meeting, it was agreed the wording on one comment would be changed and the other removed - with the GP agreed the wording was affecting Sam as they did not want to attend the GP Practice because of this. At the end of the meeting Sam felt comfortable to make an appointment to attend the following week and the GP Practice agreed to update the medical records and provide a copy of the updates.

Jo approached IHCAS to arrange a meeting with their GP Practice to resolve an outstanding issue which they felt they were unable to discuss with the GP.

A Local Resolution Meeting was arranged, and Katie attend the meeting with the Jo, the GP and Practice Manager. During the meeting Jo was able to discuss their concerns and shared details of their family dynamics. At the end of the meeting the Practice Manager agreed Jo would be able to book double appointments to ensure they had enough time to discuss their symptoms. Also, during the meeting, it was identified that Jo did not have access to the online booking system for appointments and repeat prescriptions.

After the meeting the Practice Manager arranged for online access to be created and this has enabled Jo to make the decision which GP would be in the best position to meet their needs.

Nicky came to IHCAS to help write a complaint about the treatment they had received from their GP. After a response to the complaint was received, Katie arranged a Local Resolution Meeting with the GP Practice to discuss the response. During the meeting it was agreed it would benefit Nicky if their relative had authorisation to talk to the GP, on their behalf.

The GP Practice agreed to arrange a form to be sent to Nicky to be signed by both parties and to identify which areas of their medical records could be shared. Also, during the meeting, it was clear Nicky had been having difficulties physically obtaining their medication. The Practice Manager agreed to contact the local pharmacy and make arrangements for all prescriptions to be delivered through the home delivery service.