

Case Studies

From an advocate for Independent Health Complaints Advocacy Service (IHCAS)

Recently worked with three clients to support them to resolve complaints they have with their local GP Practices.



Client 1

Client 1 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.

The client requested a copy of their medical records and with the support from the advocate, read their medical records and identified one comment which the client would like changed and another removed. The advocate wrote to the GP Practice and arranged a Local Resolution Meeting and during this meeting it was agreed the wording on one comment would be changed and another would be removed as the GP agreed the wording was affecting the client as they did not want to attend the GP Practice.

At the end of the meeting the client felt comfortable to make an appointment to attend the following week and the GP Practice agreed to update the client's medical records and provide a copy of the updates



Client 2

Client 2 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 the advocate attended the meeting with the client, GP and Practice Manager.

During the meeting the client was able to discuss their concerns and shared details of their family dynamics. At the end of the meeting the Practice Manager agreed the client 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 the client 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 for the client.

This would then enable the client to make the decision which GP would be in the best position to meet their needs.



Client 3

Client 3 approached IHCAS to help write a complaint about the treatment they had received from their GP. After a response to the complaint was received the advocate arranged a Local Resolution Meeting with the GP Practice to discuss the response.

During the meeting it was identified the client would benefit 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 the client to be signed by both parties and to identify which areas of their medical records could be shared.

Also, during the meeting, it was identified the difficulties the client was having obtaining their medication.

The Practice Manager agreed to contact the local pharmacy and make arrangements for all prescriptions to be delivered by the home delivery service.