

Mr B. Smith  
Address  
Town  
County  
Postcode

16 November 2001

To the Health Service Ombudsman

I would like you to investigate my complaint against Doctor X, who took me off his list without consulting me.

Doctor X had been our family doctor for 10 years. He is one of three GPs at the practice. Last year, my wife moved to a newly-opened practice which was nearer to her work. I did not want to change, however, as the original doctor was more convenient for me and I had always been happy with him.

In February, I had a throat infection and rang Doctor X's practice to make an appointment. The receptionist told me that I was no longer listed as a patient. She couldn't tell me how I could get to see a doctor without going to casualty. Although I complained and asked for an explanation, none was forthcoming for three months. When Doctor X did reply, it was only to tell me that my case had been dealt with and I should seek a review if I was unhappy.

I asked for a review but was turned down after six months, on the grounds that I had already found a new doctor, even though I only registered with another doctor because it had taken so long for my complaint to be dealt with.

This whole situation caused me a lot of stress and anxiety when I was ill, and it continues to do so now. I have wasted money on postage trying to get an explanation, and I have had to register with a doctor's practice which is much further away.

I want to know why I was taken off Doctor X's list and why I wasn't told about it. He should have some system to deal with people who need to see a doctor, even if they aren't registered. I think he should apologise and pay for the postage for all my letters.

Here the complainant has put his address so that the ombudsman can contact him.

The date helps the ombudsman's staff to keep track of correspondence.

He sums up his complaint.

He explains what happened and the approximate time scale.

He says that he has tried complaining.

He tells why he does not think his complaint was taken seriously.

He says how the problem has affected him.

He states what he wants the ombudsman to achieve.

I have enclosed copies of all my letters to him and my letter requesting an independent review. I've also put in the letter my wife wrote explaining why she was changing doctor, although I don't know if it will help, and the letter turning down my request for a review. Throughout this time, the only contact Doctor X has made has been his letter dated May 13, which I have enclosed.

I have put all the dates I can remember into a chronology. I hope that you can look into this and let me know what went wrong. You can call me if necessary on 01234 56789.

Yours sincerely

Mr B. Smith

#### CHRONOLOGY

- |                  |  |
|------------------|--|
| 30 November 2000 | My wife wrote to Doctor X explaining that she had registered with another doctor.  |
| 2 February 2001  | I rang Doctor X's surgery to make an appointment and was told I was no longer registered.  |
| 3 February 2001  | I went in to the surgery in person and asked why I had not been told I had been taken off the list and tried again to make an appointment but was turned down. |
| 5 February       | I wrote to Doctor X asking for an explanation and to be put back on his list.  |
| 6 March          | I wrote again to Doctor X asking if he had received my previous letter and again asking for an explanation.  |
| 20 March         | I rang the surgery to ask if I had been put back on the list and was told I had not.   |
| 11 April         | I wrote again to Doctor X.   |
| 6 May            | I wrote to Doctor X saying that I was considering taking the case to the Health Service Ombudsman.   |
| 13 May           | I received a letter from Doctor X saying that my case had been dealt with correctly and if I was not satisfied I should ask for a review.                      |

He encloses copies of the letters he has sent, and the originals of the letters he received.

He adds a telephone number as another way to contact him.

He includes a chronology of events.

16 May	I wrote to the Health Authority asking for an independent review.
17 June	The Health Authority replied saying they were considering my request.
1 August	I wrote and asked if they had come to a decision.
20 August	They replied asking me to wait until October.
21 October	I rang the Authority and asked how much longer I would have to wait. I was asked if I had since registered with another doctor, which I had. They told me to expect a reply in three weeks.
14 November	The Authority wrote turning down my request for a review.