

Apology from patient resolves dispute

Joe contacted the HCSCC stating that he had paid a consulting fee for surgery, that a review with the surgeon was cancelled, and that the surgery was also cancelled. Joe didn't know why the surgery had been cancelled, however he needed to have it, and so was concerned about the delay and the lack of information provided to him about the cancellation.

The surgeon told the HCSCC that there had been an incident during which Joe had threatened her and other clinic staff. As a consequence, the surgeon was not sure whether she wished to go ahead with the surgery. When this response was discussed with him, Joe acknowledged the incident and asked the best way to apologise. The enquiry was resolved with a written apology from Joe and a second review appointment with the surgeon.