

Case: 201101686, A Medical Practice in the Grampian NHS Board area
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that his GP failed to refer him to a specialist for carpal tunnel syndrome. He also complained that his GP failed to diagnose him with cubital tunnel syndrome. He said that his GP did not examine him and dismissed his concerns about pins and needles in his little finger because this was an unusual symptom of carpal tunnel syndrome.

In response to Mr C's complaint, the practice said that the GP had carried out an examination and referred him to a specialist. The practice also said that there was no mention of tingling or numbness in his little fingers in either his medical records or the correspondence from the hospital orthopaedic consultant.

We took advice from our medical adviser. The adviser said that although the entry in Mr C's medical records was inadequate in terms of the examination carried out by the GP, a referral had been made to the appropriate specialist. We also confirmed that there was no evidence in Mr C's medical records or letters from the specialist to reflect that Mr C had specifically complained about pins and needles in his little finger. The GP records referred to pins and needles across Mr C's fingers and a hospital letter in particular referred to numbness in Mr C's left middle finger.

We concluded that it was made clear that Mr C was experiencing symptoms of cubital tunnel syndrome only after surgery for carpal tunnel syndrome had left symptoms of numbness in his little finger. We did not uphold the complaint.