

## SPSO decision report

**Case:** 201803542, A Medical Practice in the Lothian NHS Board area  
**Sector:** Health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C complained about the care and treatment provided to their parent (A). A, who has vascular dementia and Alzheimer's, suffered from ill health and C sought medical care and treatment from A's practice on numerous occasions for what they suspected were urinary tract and chest infections.

A had three hospital admissions during this period and C was concerned about the care and treatment provided in particular in the time leading up to each hospital admission. C said that the GPs at the practice focused too much on A's dementia and unreasonably failed to take C's concerns about A's condition seriously. As a result, C said the GPs had failed unreasonably to investigate and treat A's deteriorating condition including a number of serious infections.

We took independent advice from an adviser who specialises in general practice. We found that GPs at the practice had taken C's concerns seriously and assessed and treated A in a reasonable way. We did not uphold the complaint.