

SPSO decision report



Case: 202006020, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained that the practice failed to provide their parent (A) with appropriate medical treatment. A had health problems affecting their heart and lungs and was under the care of hospital specialists. A reported symptoms of back pain and weight loss and had a number of telephone consultations at the practice and was given painkillers. A deteriorated and was referred immediately to hospital where they were diagnosed with cancer. C felt that A should have been referred to hospital earlier in view of their rapid weight loss and pain symptoms.

We took independent advice from an appropriately qualified adviser. We found that A was under the care of hospital specialists for their longstanding health problems and although A had reported some symptoms to GPs at the practice, there were no red flag signs to indicate that A was suffering from cancer. We considered that the treatment provided by the practice was of a reasonable standard. Therefore, we did not uphold the complaint.