

Case: 201100261, A Medical Practice, Highland NHS Board

Sector: health

Subject: communication; staff attitude; dignity; confidentiality

Outcome: not upheld, no recommendations

Summary

Ms C complained about the care and treatment she received after she registered with a new medical practice. She said that a GP did not carry out a general check of her health and that the action taken by the practice in relation to her symptoms of depression was inconsistent.

When Ms C had registered with the practice, they had checked her height, weight and blood pressure, in line with normal practice. They were not required to carry out a full physical examination. We found that the practice had initially treated Ms C for depression in light of the symptoms she displayed. When it became clearer that there were some doubts about whether she had depression, we found that the practice had acted reasonably in changing the way Ms C was treated.

Ms C also complained about the treatment she received for the abdominal symptoms she presented with. We found that the treatment provided was appropriate. The practice had performed a pregnancy test. When this proved negative, they made referred her for an ultrasound scan. They also examined her abdomen on a number of occasions and documented the findings. We also found that the practice had acted reasonably in relation to a gallstone identified by the ultrasound scan.