

SPSO decision report

Case: 201102475, A Medical Practice in the Lothian NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that he endured more than 18 years of illness due to inadequate care and treatment by the doctors at his medical practice. Mr C said this was demonstrated by the doctors' inability to provide appropriate care and treatment for his stomach problems or tell him about his post-prandial condition (which involved symptoms arising after he ate). Mr C said that he had lost trust with the practice doctors.

We did not uphold Mr C's complaints. Having taken advice from our medical adviser, who considered Mr C's clinical records, we decided that the practice had appropriately treated and cared for Mr C over the period in question. Our adviser said that the term 'post-prandial fatigue' is not a diagnosis as such, but is a medical term used to describe symptoms. We noted that doctors had referred Mr C to hospital at his insistence - our adviser said this sometimes happens when a doctor cannot reassure a patient about their symptoms. We also noted that tests taken at the hospital proved negative.