

SPSO decision report

Case: 201101695, A Medical Practice, Lothian NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that his GP failed to diagnose rotator cuff syndrome (damage or dysfunction to one of the rotator cuff muscles which are located in the shoulder area) following a number of visits to the practice. This condition was diagnosed after he changed GP practices. He also complained that he was not provided with appropriate advice and care in relation to his shoulder pain, particularly as he felt that his GP had failed to provide him with information about the availability of an NHS physiotherapy drop-in centre and offer him a steroid injection.

However, following advice obtained from our clinical adviser who had access to Mr C's clinical records and information provided by Mr C's GP, we were of the view that the care and treatment options provided to Mr C were appropriate for his condition. Whilst steroid injections and a surgical referral would have been a further option, the decision to suggest physiotherapy initially was reasonable. Had Mr C stayed with this practice it is likely that these further options would have been considered had Mr C's condition not improved. We, therefore, found that the care and treatment provided were appropriate.