

SPSO decision report

Case: 201200302, A Medical Practice in the Orkney NHS Board area
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained that a medical practice she was registered with failed to carry out adequate assessments or arrange appropriate investigations to diagnose the symptoms she presented with. Ms C was mainly concerned that the practice had not monitored her thyroid (a gland in the inside front area of the neck) or recognised the positive impact of a particular drug on her condition.

We noted that Ms C might have received more consistent care had she not seen so many different doctors there over the course of two years. However, we considered that overall the medical practice carried out reasonable investigations and made appropriate specialist referrals in response to Ms C's ongoing symptoms. The practice have since provided evidence to show that their use of locum (temporary) doctors has reduced.