

## SPSO decision report

**Case:** 201201413, A Practice in the Lanarkshire NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that the care and treatment given to her young son (Master A) by his medical practice was inadequate. Master A had become increasingly unwell over the Christmas holiday period of 2011/12. He was eventually seen at hospital, but Mrs C complained that GPs in the medical practice had failed to diagnose her son properly and that it was largely due to luck that the second GP he saw referred him to hospital.

We investigated the complaint and took all the relevant documentation into account. We obtained independent advice from one of our medical advisers and reviewed Master A's clinical notes. We did not, however, uphold the complaint. The advice received was that the progression of Master A's illness had been slow and insidious. However, in the face of his presenting symptoms, his care and treatment had been satisfactory and appropriate.