

SPSO decision report

Case: 201204488, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C's late mother (Mrs A) died in February 2012. Mr C complained that GPs at her medical practice failed to fully explore her symptoms and treat them appropriately. In particular, he was aggrieved that GPs accepted that his mother was suffering from terminal cancer and failed to take into account numerous occasions when she was prescribed antibiotics that produced an improvement in her condition. Mr C said that this indicated that they failed to consider an alternative diagnosis.

To investigate the complaint, we obtained independent advice from one of our medical advisers. This confirmed that the GPs had taken appropriate action and, although a chest x-ray had indicated likely cancer, they had sought further confirmation that this was indeed the case. Confirmation was given by Mrs A's consultant, who also said that further tests were required to be absolutely sure. However, Mrs A had refused these. In the circumstances, we took the view that there was little more that the GPs could have done.