

SPSO decision report

Case: 201401752, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Miss C has suffered from acne for a number of years. She complained to us that the medical practice had failed to offer appropriate support and treatment for her condition. She had asked to be referred to an endocrinologist (a specialist in a branch of medicine dealing with hormones) but the practice had refused and offered to refer her to a psychologist. We reviewed Miss C's medical records and found that over a prolonged period the practice had carried out appropriate assessments and had sought specialist opinions in an effort to manage her condition.