

## SPSO decision report

**Case:** 201403460, A Medical Practice in the Grampian NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C had been diagnosed with alopecia (hair loss) when he was a child. His condition deteriorated and progressed over the years to the extent that he has now been diagnosed with alopecia universalis (a condition where a patient has no body hair). He complained that his GP failed to show him any sympathy or understanding and that the effectiveness of the prescriptions he was given was not reviewed. He said that he was not referred to a dermatologist until his condition had reached a stage where little could be done.

We took independent advice from a dermatology adviser and found that Mr C had been treated reasonably and appropriately in accordance with the symptoms he presented with; there was no evidence to suggest that his GP had been either unsympathetic or showed a lack of understanding. His medication was monitored and Mr C had declined some treatment which would have led to an earlier hospital referral.

In the circumstances, we did not uphold Mr C's complaint.