

SPSO decision report

Case: 201404695, A Medical Practice in the Lanarkshire NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained that a GP inappropriately gave her father (Mr A) a cortisone steroid injection without taking account of his existing medication and health condition, and without advising Mr A about possible side effects. Ms C was also unhappy with how the GP dealt with her complaint.

We looked at Mr A's medical records and took independent advice from one of our medical advisers. We found that there was no record that the GP had discussed side effects with Mr A, although the GP said they did this. Although we made no formal recommendations, we asked the GP to reflect on their record-keeping. There was no indication from Mr A's existing medication and health condition that he could not be given the injection. We also found that the GP was aware of Mr A's history and, therefore, put themselves in the position of being able to make a reasoned decision that the injection was appropriate. In addition, we found that the GP's response to Ms C's complaint was reasonable in the circumstances. We did not uphold Ms C's complaints.