

SPSO decision report

Case: 201405041, A Medical Practice in the Ayrshire and Arran NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mrs C had a complex medical history including undergoing brain surgery in 2004. She continued to experience a variety of symptoms that were very concerning, and she complained about aspects of the care and treatment she received from her medical practice in 2013 and 2014 in relation to medication and communication.

We took independent advice from one of our medical advisers. We found that the practice communicated with Mrs C in a reasonable way in that they attempted to explain treatment decisions. We also found that the practice took reasonable steps to explore the possibility of a link between Mrs C's previous surgery and her current symptoms, and that the medication they had prescribed was reasonable.