

SPSO decision report

Case: 201500076, A Medical Practice in the Fife NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that, when his wife (Mrs C) phoned the GP practice for a home visit, the GP should have phoned for an ambulance instead. He also complained that the GP did not arrive at their home for just over an hour.

We took independent advice from one of our GP advisers. They considered that it was clear from the medical records, and from a discussion the GP had with the district nurse who had made a routine visit to Mrs C earlier that day, that there was no reason for an ambulance to have been called on the basis of Mrs C's phone call. We noted that the medical records recorded the call as taking place about half an hour later than Mr C had indicated. However, regardless of the exact time, the adviser considered that the GP had arrived very promptly. When the GP saw and examined Mrs C, the GP felt that Mrs C had a significant infection. In line with relevant medical guidelines, she arranged hospital admission at that time. However, that decision was based on a physical examination, not the phone call. We did not uphold Mr C's complaint.