

SPSO decision report

Case: 201507539, Greater Glasgow and Clyde NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Ms C complained that a GP failed to carry out a reasonable assessment when she attended the board's out-of-hours service. The GP carried out an assessment and discharged her, stating that she probably had a non-specific viral illness. Ms C was admitted to hospital approximately 24 hours later and was subsequently diagnosed with a different condition.

We took independent advice from a medical adviser. We found that the assessment carried out by the GP had been appropriate for the symptoms described by Ms C. We also found that it had been reasonable for the GP to consider that Ms C had a non-specific viral illness. Although Ms C said that she had not been asked about her medical history, the GP said that they had asked Ms C about this but had not recorded her response. We found that if the response was negative and not relevant, it would have been reasonable for the GP not to have recorded it. It had also been reasonable not to refer Ms C to hospital and there was no evidence that the delay in diagnosis of Ms C's condition was a result of unreasonable practice by the GP. We did not identify failings by the out-of-hours service and we considered that the care provided by the GP was of a reasonable standard. We therefore did not uphold Ms C's complaint.