

SPSO decision report

Case: 201508476, Greater Glasgow and Clyde NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Ms C complained about the treatment which an out-of-hours GP provided to her late sister (Ms A). Ms A had acute myeloid leukaemia (cancer of the white blood cells that accumulate in the bone marrow) and was receiving chemotherapy. Ms A attended the out-of-hours GP with pain in her back passage. She was diagnosed with haemorrhoids (swollen blood vessels in or around the anus and rectum) and sent home. Ms A continued to be in pain and contacted the out-of-hours service the following day and she was admitted to hospital where she was diagnosed with having necrotising fasciitis (a severe skin infection). As a result, a large area of her buttock was removed and a stoma bag was fitted. Ms C felt that Ms A should have been admitted to hospital on the first occasion.

We took independent advice from an adviser in general practice and concluded that the GP who initially saw Ms A carried out an appropriate examination and that the diagnosis of haemorrhoids was reasonable. Ms A's GP had made a reasonable diagnosis based on the presenting symptoms and in view of Ms A's previous medical history. Ms A's condition had deteriorated quickly in between attending the GP and being admitted to hospital. We did not uphold Ms C's complaint.