

## SPSO decision report

**Case:** 201601978, A Medical Practice in the Grampian NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C has suffered from diabetes for some years. He recently changed GP practice and said his life and health had improved dramatically since moving to a new practice. He complained that his old practice failed to manage his diabetes care and treatment appropriately and that this may have contributed to him suffering liver damage.

We reviewed the care and treatment provided to Mr C for the management of both his diabetes and his liver. We considered the medical records and took independent advice from a GP and from a nursing adviser qualified in specialist diabetes care. Both advisers were satisfied that the practice had taken appropriate steps to monitor Mr C's condition and to attempt to manage his care. Therefore, we did not uphold the complaint.