

SPSO decision report

Case: 201602314, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained about the care her mother (Mrs A) received from her medical practice.

Mrs A had been experiencing diarrhoea for a number of weeks. The practice had prescribed medication, requested a stool sample and offered referral for a colonoscopy (imaging of the bowel). Mrs A later died in hospital.

We sought independent medical advice. The adviser was satisfied the practice had provided a reasonable standard of care. We therefore did not uphold Ms C's complaint.