

SPSO decision report

Case: 201603663, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained on behalf of his wife (Mrs A) that her medical practice failed to refer her to hospital for an audiology review as agreed during an earlier consultation. The practice apologised, but advised that the GP involved had no recollection of this agreement, nor was it recorded in Mrs A's medical notes. As we could find no additional evidence to allow us to conclude whether or not a referral was agreed, we did not uphold the complaint.