

## SPSO decision report

**Case:** 201608897, 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, who is an advocacy and support worker, complained on behalf of his client (Ms B) about the clinical treatment provided to Ms B's son (Mr A). Mr A had been attending the practice over a number of months with recurrent symptoms, and Ms B felt that further investigations should have been carried out to determine the cause of Mr A's symptoms.

We took independent advice from a general practitioner. We found that Mr A had been appropriately assessed, examined and investigated by the practice. We also found that appropriate referrals were made for further investigations in light of Ms B's concerns. We found that the care and treatment provided was in line with the General Medical Council Good Medical Practice guidance. We did not uphold this aspect of Mr C's complaint.

Mr C also complained that the practice had unreasonably refused to provide Mr A with a medical appointment. We found that there had been no indication for an urgent appointment when Ms B had contacted the practice and that appropriate and adequate advice had been provided by the practice to Ms B based on Mr A's past clinical record, past attendances and persistently normal investigations. We did not uphold this aspect of Mr C's complaint.