

SPSO decision report

Case: 201709163, A Medical Practice in the Highland NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Miss C complained about the care and treatment provided to her by the GP practice. Ms C has complex medical conditions and was concerned about a medication being stopped, a decision to refer her to a specialist and the way in which a blood sample was taken.

We took independent advice from a GP. In relation to the medication being stopped, we found that it was reasonable and safe for the practice to do this whilst waiting for a referral to a specialist. The GP had also asked Miss C to arrange an appointment with them if she wanted to discuss this.

In relation to the referral to a specialist, Miss C felt that this was unnecessary. We considered the referral to be reasonable in order to establish the medical reason for Miss C's symptoms.

Miss C was concerned about her vein being 'blown' when blood was taken, however, she did not raise this with the practice at the time. The GP subsequently apologised and said they were unaware of this as they were able to continue to draw blood.

Miss C also raised concerns about communication from the practice regarding her medication being stopped. The practice accepted that this was the case, apologised and altered the way in which this would be communicated in future. We considered that the care and treatment Miss C received was reasonable and we did not uphold this complaint.