

## SPSO decision report



**Case:** 201803352, A Medical Practice in the Greater Glasgow & Clyde NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Ms C, an advice worker, complained on behalf of her client (Mr A) about the care provided to him by the practice. Mr A had repeatedly reported his concerns about stomach problems and when he was referred to hospital specialists they diagnosed that he had a stomach ulcer. Mr A felt that there was a delay in referring him to the hospital specialists.

We took independent medical advice from a GP. We found that the practice had appropriately assessed Mr A's reported stomach problems over a period of years, provided appropriate medication and referred Mr A to hospital specialists when his symptoms failed to resolve. There was no delay in the referral to the hospital specialists, and while initially the hospital specialists had diagnosed a stomach ulcer, there were also thoughts that Mr A's symptoms were related to his other health conditions. We did not uphold the complaint.