

SPSO decision report

Case: 201804843, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the treatment he received when he attended an out-of-hours service (OOHS) GP at Peterhead Hospital. Mr C said that he had collapsed at home and was taken to the OOHS where the GP performed a cursory examination and sent Mr C home. Mr C was subsequently admitted to hospital the following day and treated as an in-patient for a week.

We took independent clinical advice from an GP. We found that the OOHS GP had carried out an appropriate examination after taking into account a report from the paramedic who brought Mr C into the OOHS along with a history provided by Mr C. It was reasonable to have reached a diagnosis that Mr C had taken a reaction to the medication which had previously been prescribed by his GP and that there was no clinical indication for a hospital admission at that time. The OOHS GP could not have predicted that Mr C would then go on to develop a chest infection. We did not uphold the complaint.