

SPSO decision report



Case: 201805197, A Medical Practice in the Tayside NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Miss C complained to us that the medical practice had failed to provide her with appropriate care and treatment. She had attended the practice for a medical certificate following her recent attendance at A&E where she was diagnosed with a fractured finger and had her fingers strapped. Miss C said that the practice failed to manage her care appropriately in liaising with hospital staff and delayed making a referral to the hand clinic.