

SPSO decision report



Case: 201806211, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: some upheld, no recommendations

Summary

Mr C complained that the practice failed to contact him to arrange a blood test. Mr C's GP had referred him to the plastic surgery department who wrote back to the practice to request blood tests. The practice failed to contact Mr C to arrange the blood tests and he complained that this caused a delay in him receiving further treatment. Mr C also complained that the practice's handling of his complaint was unreasonable.

We took independent advice from a GP. We found that the practice failed to contact Mr C to arrange the blood tests and upheld this aspect of his complaint. However, we noted that this failing was likely an administrative oversight and was not due to a lack of clinical skill. The practice acknowledged this failing and apologised.

In relation to complaint handling, we found that the practice referred Mr C to our office appropriately and responded within the required timescales. Therefore, we did not uphold this aspect of Mr C's complaint.