

SPSO decision report



Case: 201806303, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the care and treatment provided by the practice for his skin issues, sinus issues and headaches.

We took independent advice from a GP. We found that there was no evidence of any delay in Mr C being referred to the Plastic Surgery Unit at the board for his skin issues and that the care and prescriptions Mr C received for his sinus symptoms were reasonable. Mr C's symptoms were consistent with a working diagnosis of allergic rhinitis. There is no evidence of any delay in the treatment Mr C received or the management of his sinus symptoms. We found the assessment and management of Mr C's headache symptoms was reasonable. We did not uphold the complaint.