

## SPSO decision report



**Case:** 201909321, A Medical Practice in the Highland NHS Board area  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C's parent (A) developed breathing difficulties and underwent investigations and treatment, including hospital admission, for bilateral pneumonia (inflammation of both lungs). As they had ongoing symptoms, the possibility of a cardiac (heart) cause was raised by A's GP. A CT scan of the chest was undertaken and confirmed pneumonia. An electrocardiogram (a test that records the electrical activity of the heart) identified an abnormality with A's heart so an echocardiogram (a heart scan that uses sound waves to create images) was requested. Shortly after this, A attended their GP with ankle swelling and was prescribed diuretic tablets. They also had a follow-up appointment with respiratory. Communication sent to the GP following this appointment referred to A's echocardiogram report as showing 'impaired left ventricle' and that cardiology opinion was awaited. A died suddenly before being seen in the cardiology out-patient clinic.

C complained that the practice failed to provide appropriate treatment for A's heart condition, that they failed to communicate properly to A about their heart condition, and that they failed to ensure relevant information about A's family history was shared with hospital consultants.