

SPSO decision report

Case: 201002571, A Medical Practice, Greater Glasgow and Clyde
NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: upheld, recommendations

Summary

Mr C raised concerns about a telephone consultation that he had with his GP. He was suffering from severe lower back pain. He told us that he believed that he should have had a home visit as he was admitted to hospital later that evening with Cauda Equina Syndrome (a disabling condition caused by compression of the nerves of the spine). Although our investigation found that the GP's management plan was reasonable, we found that her notes of the consultation were limited. Our medical adviser told us that in the circumstances a physical examination of Mr C was required. As this should have been carried out at his home, we upheld Mr C's complaint that the GP's telephone assessment of his condition was inadequate. We did, however, recognise that it was possible that the outcome would have been the same, even had the physical examination taken place.

Recommendation

We recommend that the medical practice write to Mr C and apologise for the failings identified in our report.