

SPSO decision report

Case: 201202252, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that GPs at the practice failed to take appropriate action after he repeatedly went there with back pain. The practice gave him pain relief, and offered physiotherapy. After he was admitted to a hospital accident and emergency department, magnetic resonance imaging (MRI scan - used to diagnose health conditions that affect organs, tissue and bone) was carried out, the result of which suggested an abnormality. On further investigation Mr C was found to be suffering from miliary tuberculosis (a form of bacterial lung infection which has spread to other organs).

We reviewed all Mr C's correspondence and obtained background correspondence and a copy of medical records from the practice. We also took independent advice from one of our medical advisers. He found that the practice's actions had been appropriate. The adviser confirmed the practice had followed guidelines in relation to the management and treatment of Mr C's back pain. He also explained that the diagnosis was rare and it was reasonable that the practice had not diagnosed it.