

## SPSO decision report

**Case:** 201300105, A Medical Practice in the Lothian NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C was unhappy with the steps taken by the practice to assess his medical condition. He asked for an independent medical opinion but the practice refused. Mr C said that the refusal was unreasonable.

Our investigation of Mr C's complaint found that the practice diagnosed his condition and referred him to two consultants for further investigation. Mr C had refused to attend a MRI scan (a scan used to diagnose health conditions that affect organs, tissue and bone) and he also refused an offer to meet with the practice to discuss his concerns. We were of the view that the steps taken by the practice were reasonable and we did not uphold Mr C's complaint.