

SPSO decision report

Case: 201500073, A Medical Practice in the Fife NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, no recommendations

Summary

Mr C complained on behalf of his mother (Mrs A). He said Mrs A's GP practice had not diagnosed quickly enough that the symptoms she was suffering from were side effects of the medication she had been prescribed. Mr C said these side effects were well known. He did not believe the practice had been as aware as they should have been of these side effects, which had caused Mrs A unnecessary and prolonged suffering.

We took independent advice from a GP adviser on the care and treatment provided. The adviser said that the practice had reasonably considered Mrs A's ill health to be the result of a possible reoccurrence of breast cancer and had sought to rule this out. However, under national guidance for prescribing this medication, the practice should have been monitoring Mrs A's lung and liver function and they had failed to do so. The adviser noted the practice had subsequently taken all reasonable steps to address the failings in this case.

We found that the practice had not provided reasonable care and treatment, but they had taken the appropriate action to address this. We made no further recommendations.