

SPSO decision report

Case: 201603948, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C made regular visits to his medical practice. He was concerned about symptoms of facial flushing and rash (for which he was seeing a dermatologist at a hospital). After six months, a blood test confirmed that Mr C had diabetes. Mr C complained that the practice failed unreasonably to recognise or suspect that he had diabetes given his symptoms.

We took independent medical advice. We found that had the GPs been made aware that Mr C had symptoms including constant thirst and urination, they should have checked the levels of his blood sugar earlier. However, these symptoms were not noted in Mr C's clinical records. The evidence from the clinical records indicated that the GPs had been made aware of symptoms in relation to Mr C's facial flushing and rash and that it was reasonable they did not consider that diabetes could have been the underlying cause of this. We were therefore satisfied the standard of care and treatment provided was reasonable and did not uphold Mr C's complaint.