

SPSO decision report

Case: 201607870, A Medical Practice in the Lanarkshire NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the practice after she required a CT scan to be diagnosed with pneumonia. She told us that she felt an earlier diagnosis should have been possible, based on her medical history and presenting symptoms.

We took independent advice from a GP adviser. We found that the practice did not fail to identify any signs or symptoms that would have led a GP to reach a diagnosis of pneumonia. The adviser considered that the practice carried out reasonable examinations and, when these failed to provide a diagnosis, took prompt and reasonable steps to arrange appropriate tests to investigate further. This involved arranging for an x-ray and then a CT scan, which provided the eventual diagnosis. For these reasons, we did not uphold the complaint.