

## SPSO decision report

**Case:** 201608767, A Medical Practice in the Lanarkshire NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr and Mrs C complained about the care and treatment the practice provided to their late son (Mr A).

Mr A had a background of autism and other additional needs. He attended the practice with problems including diarrhoea, sickness and weight loss. The practice initially considered Mr A's bowel upset was caused by antibiotics. After approximately three months, the practice referred Mr A to gastroenterology for investigations. However, his background health problems made these investigations difficult. Mr A's condition continued to deteriorate and he was taken into hospital approximately four months later. Mr A was diagnosed with Crohn's disease (a long-term condition that causes inflammation of the lining of the digestive system), and died despite surgical management.

Mr and Mrs C complained that the practice failed to provide Mr A with appropriate clinical treatment. They said his condition deteriorated considerably, and that his family and carers specifically raised concerns that he was suffering from Crohn's disease. They also raised concerns that the practice did not appropriately take into account Mr A's additional needs. Mr and Mrs C also complained that the practice unreasonably delayed in referring Mr A for a gastroenterology opinion.