

SPSO decision report

Case: 201609426, A Medical Practice in the Lanarkshire NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C complained about the medical practice on behalf of her five-year-old son. Ms C complained that the GP failed to diagnose her son's tonsillitis over the course of two appointments. Ms C told us that the GP should have diagnosed tonsillitis rather than referring her son to the paediatric team at a hospital in the board's area. The practice advised that, at the first appointment, the GP had been able to examine Ms C's son, despite him being upset. The GP did not observe any infection, and based on his symptoms, diagnosed Ms C's son with hand and mouth disease. At a second appointment, the GP examined Ms C's son. At this appointment the GP had not been able to take all of the measurements they had wanted to during the consultation. As a result, the GP felt that the diagnosis was unclear and referred Ms C's son to the paediatric team at the hospital. Ms C also complained that the GP refused to arrange an ambulance to transport her son to the hospital. The GP offered patient transport, however Ms C felt that this was not suitable as it would have taken too long.

We took independent GP advice. The adviser examined the records and confirmed that the GP examined Ms C's son in line with General Medical Council (GMC) guidance. The adviser confirmed that it was appropriate for the GP to refer Ms C's son to the hospital given that he was presenting with persistent symptoms. The adviser also confirmed that the GP's actions regarding transport to the hospital were appropriate as ambulances should only be used in an emergency. We found no evidence that the GP had failed to provide the appropriate clinical treatment. We did not uphold this complaint.