

## SPSO decision report

**Case:** 201703286, A Medical Practice in the Grampian NHS Board area

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the practice's management of his longstanding bladder and penile problems. He was diagnosed with an enlarged prostate (a gland in the male reproductive system) and underwent a surgical procedure. This was followed by further surgery to address a complication. After an initial improvement, his symptoms returned. He also began experiencing a lot of penile pain and irritation, for which he was referred to dermatology (the area of medicine concerned with the skin). Mr C complained that the practice failed to arrange appropriate investigations and treatment in response to his symptoms, including delays in referring him to urology (the area of medicine concerned with the male and female urinary-tract, as well as the male reproductive organs) and prolonged ineffective treatment with antibiotics and creams.

We took independent advice from a GP who considered that Mr C's symptoms were appropriately managed by the practice. We identified two occasions where earlier referrals to urology might reasonably have been considered. However, we did not find that the delays in referring to urology materially impacted on Mr C's ongoing issues or the outcome for him. We considered that the practice appropriately managed Mr C's bladder and penile symptoms and did not uphold his complaints.