

## SPSO decision report

**Case:** 201706382, A Medical Practice in the Borders NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained to us that the medical practice had failed to provide her with appropriate care and treatment when she reported problems with her mobility and that she was not sent for x-rays or scans in order to arrive at a diagnosis. Ms C had subsequently registered at a new practice where the staff quickly identified her problems and arranged x-rays which resulted in her undergoing two hip operations. Ms C felt the previous practice should have addressed her mobility problems a number of years ago.

We took independent advice from a GP adviser. We found that the practice had provided a reasonable level of care. When Ms C reported hip pain, she had x-rays taken and was referred for physiotherapy and provided with painkillers. From then until Ms C left the practice, we found that she did not report any additional symptoms or that her pain had deteriorated or worsened and, as a result, there was no requirement for the practice to undertake further investigations. We did not uphold the complaint.