

## SPSO decision report



**Case:** 201803700, A Medical Practice in the Dumfries and Galloway NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mrs C complained about the care and treatment given to her late husband (Mr A) by the practice before his death. In particular, she said that he was given a specific medication in tablet form although it was known that he had swallowing problems, that communication from the practice had been poor and that Mr A had had sepsis (a blood infection) which had gone undiagnosed.

We took independent advice from a GP. We found that Mr A was taking many different medications all in tablet form and there was no information in his medical records to indicate that he had a problem swallowing medication. We also found that the records showed appropriate communication and no evidence that Mr A had sepsis.

We did not uphold the complaint.