

## **Timing of Diagnosis**

Albert complained that he had recently been admitted to hospital for treatment of a serious infection which he says should have been diagnosed earlier by his GP. He said he went to see the GP about his concerns but the GP did not listen to him and did not make a diagnosis.

HCSCC obtained medical records of GP presentation and a response from the GP. Advice was also sought from a clinical advisor in relation to the timing of diagnosis.

The advice received indicated that when Albert saw his GP the wound was in the early stages of infection and there was no danger to the patient at that point. According to the advisor, the treatment and original diagnosis did not raise any concerns.

In relation to the complaint that the GP did not listen to Albert's concerns, the Commissioner noted that there were differing views about the tone and content of the discussion between the doctor and the complainant. The doctor apologised to Albert for the misunderstanding and as nothing further would be gained from further investigation, no further action was taken.