

Summary of Complaint Hearing at Fareham and Gosport PCT with Dr. JH Grocock General Practitioner

27 November 2002

Present:

General Practitioner – Dr. JH Grocock

Mediator – Mr. T Rawlings

Complainant – Code A

Complaint

The meeting was held to resolve the concerns raised by the complainant in his letter of 9 May 2002 and Dr. JH Grocock's response dated 29 May 2002. The concerns were regarding the care provided to the complainant's father, Code A deceased.

Background

Code A had been a patient of Dr Grocock for a number of years. In 1997 he had been diagnosed with cancer of the prostate and had been under the joint care of Haslar Hospital and Dr. Grocock

Code A had been attending Haslar Hospital for Consultant Specialist Treatment on a 6 monthly basis. All medications were recommended by Haslar Hospital and prescribed by Dr. Grocock. The essence of the complaint is the failure of the Dr Grocock to monitor the care of Code A and inappropriate prescribing.

Flu Vaccinations and over 75 Health Checks

There was a failure by the practice to adequately ensure attendance for flu vaccinations and Over 75 Health Checks.

The complainant believes that the risk of his father suffering untoward effects from a viral infection would have been substantially reduced if a flu vaccination had been given.

The complainant believes that had his father been fully screened at an Over 75 Health Check the following would have taken place:

1. Face to face counselling of the patient would have resulted in patient compliance to flu vaccinations as he was of a generation that believe "Doctor knows best."
2. History taking would have revealed a recent unexplained car accident and memory loss, together with recent falls and disorientation. Recent small CVA's, found on post mortem examination, may have been diagnosed and appropriate care undertaken.
3. Urine and blood tests undertaken to monitor function of liver and kidneys on a patient who was receiving toxic drugs as a treatment of prostate cancer.

4. A Regular Medication review would have taken place.

The GP informed the complainant that the following his investigation into this complaint, processes were now in place to ensure attendance for flu vaccinations and for over 75 Health Checks as recommended in the GMC guidelines. Evidence for these changes was not produced at the meeting. The following improved procedures were verbally outlined

1. All patients are now given a verbal request.
2. Opportunistic requests when attending for other conditions.
3. Posters in the practice.
4. Standard wording on prescription sheets.
5. Since this complaint the GP now wrote to all 'at risk' patients with a personal invite. Again no evidence was produced at the meeting.

Complainant remains dissatisfied

1. Failure to ensure an 'at risk' patient was protected from flu virus that caused his admission to hospital.
2. Failure to call an 'at risk' patient for Over 75 check, which would have detected increasing frailty, symptoms of TIA, and misuse of drug administration and prescribing
3. Over 75 Health Checks are a requirement of the General Medical Services (GMS) contract and so there is therefore a failure to fulfill GMS contract requirements.

Prescribing

Code A had been prescribed Cyproterone Acetate 100mg tds which had commenced in December 1997 (4 Years before his death) for the treatment of Ca Prostate Gleason Grade 6. Prescribing commenced at Haslar Hospital and was continued by **Code A** GP Dr. Grocock.

The response received from the Independent Conciliator from the meeting held on 21 November 02 recorded:

1. GP unaware of problems with long term prescribing of Cyproterone "did not ring any alarm bells".
2. GP admitted he was unaware of over-prescribing of medication.
3. GP admitted that he had misunderstood instructions on letter of 26 May 1999.
4. GP admitted that he had not noticed missing Liver Function Tests.
5. GP stated that toxic medication would precipitate a reaction and would have impaired the liver function as also the susceptibility to complications from the viral infection, which contributed to his death.