

SPSO decision report



Case: 201001943, Lothian NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C went to his GP about problems he was having with his knee. His GP referred him to a knee clinic, from where Mr C was sent for physiotherapy sessions. Mr C felt that he was not properly examined or treated at the clinic and that treatment was delayed. He felt that they should have referred him for a scan. He had had a scan on his knee (outside the UK) and was told then that the problem might require surgery. However, after seeing Mr C's medical records and taking advice from one of the Ombudsman's professional medical advisers we did not uphold his complaint. Our adviser took the view that diagnosis and treatment with physiotherapy was correct, although he pointed out that no clinical review was carried out after the physiotherapy, which would have been desirable. Despite this, he said that Mr C's overall care and treatment was reasonable. We pointed out the issue of the clinical review to the health board, although we did not make any recommendations on the complaint.