

SPSO decision report

Case: 200903307, Ayrshire and Arran NHS Board

Sector: health

Subject: clinical treatment; diagnosis

Outcome: not upheld, no recommendations

Summary

Mr C complained about the way the board handled his request for funding of a course of six episodes of prolotherapy treatment (a treatment involving injections into the affected area, which is believed to stimulate healing). Mr C felt that the treatment would have relieved his back pain. The board refused the request and Mr C appealed against the decision. The appeal panel refused his appeal on the basis that research had shown there was no credible evidence that prolotherapy alone has a role to play in back pain. Mr C complained that the research literature that the panel considered was flawed, and that he had not had the opportunity to make additional presentations to the panel after they considered evidence from a member of board staff.

We found that the board dealt with Mr C's request in an appropriate manner and that the panel gave his request careful consideration in accordance with the guidance. We found no evidence that the decision-making process was flawed.