

SPSO decision report

Case: 201002813, Grampian NHS Board

Sector: health

Subject: clinical treatment; diagnosis

Outcome: not upheld, no recommendations

Summary

After a road traffic accident, Ms C attended the accident and emergency department of a hospital. She received care and treatment for her injuries in the accident and emergency department. Within 24 hours she was admitted to a ward for further treatment, then transferred to an orthopaedic ward before being discharged. She continued to be seen by an orthopaedic consultant as an out-patient.

Ms C complained about the care and treatment she received from the board for her injuries arising from the accident and said that she was not kept informed about her condition. She also complained about the board's actions in relation to requests from her insurers and a UK government department for information about her injuries and disability.

We found no evidence to show that the board's care and treatment of Ms C was unreasonable or that they failed to keep her informed about her condition. We also found no evidence that the board responded unreasonably to requests for information about her injuries and disability.