

SPSO decision report

Case: 201102485, Highland NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: no decision reached

Summary

Mrs C suffered urinary problems and underwent a cystoscopy (a medical procedure used to examine the inside of the bladder) in hospital. She subsequently developed symptoms similar to cystitis and was diagnosed to have contracted pseudomonas (a serious infection caused by bacteria). She complained that the board failed to follow appropriate decontamination procedures before carrying out the cystoscopy. While responding to our investigation enquiries for further information, the board found that there had in fact been a case of cross contamination. This had not been identified when Mrs C initially made her complaint to the board.

As a result of this new information, Mrs C decided to take legal action against the board, and subsequently withdrew her complaint with us. As a result, we made no finding on her complaint.