

**Case:** 201004338, Lothian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr and Mrs C complained that, before starting in vitro fertilisation (IVF) treatment, a hospital gave them inaccurate statistical information about relevant IVF success rates applicable to Mrs C.

The couple said that they followed medical advice and undertook IVF treatment in the knowledge that they had been told that due to Mrs C's age, achieving fertilisation might be more challenging. They said that a clinician had advised that as there were no underlying health issues preventing conception, there remained around a 15 percent chance of success.

Mr and Mrs C said that the IVF treatment resulted in one successful embryo transfer. However, the next day Mrs C became unwell, and the transfer failed. The couple complained that the care and treatment Mrs C received was inadequate. They said that staff failed them; that care procedures were lacking; and that staff misled prospective parents.

We took advice from our medical adviser, who considered all the facts and relevant information and guidance. After careful consideration, we decided that there was no evidence that clinical staff had provided inaccurate information to Mr and Mrs C before IVF treatment began. We also considered that the actions of the ward's out-of-hours service staff were appropriate and adequate.

We also looked at how the board handled Mr and Mrs C's complaint and found that they had appropriately addressed all the issues raised.