

**Case:** 201102626, Greater Glasgow and Clyde NHS Board - Acute Services Division

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Outcome:** not upheld, no recommendations

### Summary

Mr C told us that his eye was injured in a road traffic accident some time ago. He had undergone ten or eleven operations on his eye, but complained to us specifically about his last two procedures.

Mr C told us that he had ingrown eye lashes and a hospital doctor decided to turn the eyelid out. Mr C said he was unhappy with the result, as his eye was drooping and he still had pain from the eyelashes. He said that he had laser treatment from another doctor at the hospital and this helped by getting rid of the ingrown eyelashes. However, Mr C was also eventually dissatisfied with this treatment. He also complained that he was incorrectly discharged from the hospital, that the board either did not have, or had inadequate, access to his medical records, and that they had not dealt with his complaint correctly.

Our medical adviser reviewed Mr C's medical history and treatment from 2001 when Mr C had first presented with trichiasis (eyelashes misdirecting towards the surface of his eye). The adviser said that there was no evidence to support Mr C's view that he had not received appropriate treatment. We found no evidence to suggest that Mr C was incorrectly discharged from the hospital or that the board did not have appropriate access to his medical records.

Mr C was dissatisfied with the board's complaint responses. However, we considered that the board appropriately investigated and answered the issues he raised.