

## SPSO decision report

**Case:** 201203396, Greater Glasgow and Clyde NHS Board

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Outcome:** not upheld, recommendations

### Summary

Mr C had had a childhood illness that resulted in facial paralysis. Over the years, he had undergone a number of surgical procedures to improve his facial appearance. However, he complained he had been left with increased paralysis, loss of function and facial pain. He said that his appearance was worse and he had suffered nerve damage. He was at a loss to understand how this had happened and questioned the care and treatment he had been given. He complained to the board, who said that all the procedures undertaken were done with his informed consent and that his treatment was appropriate to his condition.

In investigating the complaint, we took independent advice from a specialist surgeon and a pain specialist, as well as carefully considering all the relevant information, including all the correspondence and Mr C's clinical records. Although we understood Mr C's concerns, the advice we received was that the treatment he had was appropriate and of a good standard, and the clinical notes confirmed that it was fully discussed with him in advance. When Mr C complained, his concerns and symptoms were appropriately and sympathetically dealt with. However, as the pain consultant said there were alternative methods of pain control that it might be helpful for Mr C to try, we made a recommendation about this.

### Recommendations

We recommended that the board:

- give consideration to the provision of non-pharmacological means of pain control for Mr C.