

SPSO decision report

Case: 201204717, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C said that he had to call NHS 24 for assistance twice in two days. He said that he told staff he would not be able to explain his problem and because of this it was incorrectly interpreted that he was complaining about an absent prescription. Mr C said that within hours of his second call he was admitted to intensive care due to the onset of starvation and while there, suffered an unknown cardiac event. Although the first doctor who saw Mr C said that he should be admitted, Mr C said that the second said that he could be discharged. Mr C said that this was unreasonable and likely to cost him his life.

Mr C complained to us that staff at the out-of-hours centre failed to provide him with appropriate medical treatment as did staff in the emergency department. He also complained that he was inappropriately discharged from hospital.

We did not uphold Mr C's complaints. As part of our investigation, we considered the relevant records and obtained independent advice on the circumstances about which he complained. This confirmed that Mr C was at all times treated appropriately. We found that he had not been admitted to intensive care nor had he been determined to have been suffering from starvation or an unknown heart event. He had been appropriately discharged.