

SPSO decision report

Case: 201301080, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C was concerned about the way she said she had been treated for colorectal and cardiac problems. Ms C believed that her concerns about her health had not been dealt with reasonably or taken seriously. We obtained independent advice from a consultant colorectal surgeon (the colorectal adviser) and a consultant cardiologist (the cardiology adviser).

We did not find any evidence that the board unreasonably delayed in progressing a referral made by Ms C's GP for rectal bleeding. The advice we received from the colorectal adviser was that all appropriate and necessary tests and scans were carried out at the Western General Hospital. Ms C was diagnosed with internal haemorrhoids, which was considered the most likely cause of her rectal bleeding. We found that the treatment she received for this was reasonable. We also found that the decision to advise against haemorrhoid surgery was a correct assessment and represented good clinical judgement and was in line with surgical guidelines. Taking into account the advice we received, we considered the treatment Ms C received for her colorectal problems was reasonable.

In respect of the concerns raised by Ms C about her cardiology treatment at the Royal Infirmary of Edinburgh, the cardiology adviser said that all reasonable and proportionate investigations had been carried out and had repeatedly shown normal findings. We found that it was appropriate and reasonable of the cardiology department to have concluded that Ms C's symptoms were not of cardiac origin. Overall, the cardiology adviser had identified no failings with regard to the care and treatment provided to Ms C by the cardiology department. We accepted that advice.