

SPSO decision report

Case: 201306310, Western Isles NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C said that he had been suffering pain from his rib cage for a number of years and believed he had a displaced rib. He complained that the board delayed in providing him with treatment or a firm diagnosis. He wanted to be referred to a chiropractor (a practitioner who uses their hands to treat disorders of the bones, muscles and joints) and was unhappy that the board declined to provide this.

After taking independent advice from one of our medical advisers, and considering Mr C's medical records, our investigation found that while the treatment given to Mr C took place over a considerable period of time, there were no periods of unreasonable delay. The x-rays carried out were appropriate and timely. Although Mr C wanted to be referred to a chiropractor, our adviser said that physiotherapy was an acceptable, reasonable alternative, and the board had provided this.