

SPSO decision report

Case: 201400516, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C's son (Master A) suffered multiple mini-seizures and nausea and vomiting after his epilepsy medication was increased. Mr C and his GP tried to contact Master A's neurology consultant at Hairmyres Hospital for advice but he was on leave, and there was then confusion over where Master A should be referred. Mr C complained that there was inadequate cover during the consultant's absence and that staff did not provide timely advice.

Our investigation found that during the consultant's leave general advice was available from the covering neurology service. If emergency treatment was needed, Master A could have gone to the A&E department of the local hospital, where staff would have sought neurology advice if required. Master A did not, however, need emergency treatment. We also found that board staff gave appropriate advice to the GP to reduce the medication, pending a scheduled review appointment with the neurology consultant.