

SPSO decision report

Case: 201401696, Forth Valley NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that he did not get adequate care and treatment at his prison's health centre for nerve pain resulting from a finger injury. He also questioned the adequacy of his medical records, as the board's response to his complaint included an incorrect date for his injury.

We looked at Mr C's medical records, and took independent advice from one of our medical advisers. We found it was appropriate for prison health centre staff to try different treatments, with a view to finding one that would provide Mr C with good pain relief. We also found that, while there was one minor error in a date in Mr C's medical records, this did not impact on the care and treatment provided to him, and the correct date was included elsewhere in the records.