

SPSO decision report

Case: 201401837, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained that after being referred to a podiatry clinic, she was told that there was nothing wrong with her feet. She was dissatisfied with the care and treatment she received and said that she had to have private medical treatment to provide some relief for her problems. She complained to the board about her experiences and was unhappy when they took the view that she had been treated in line with her medical needs.

We took independent advice from an adviser who specialises in podiatry. Our investigation showed that Ms C was seen at the podiatry clinic twice and that both times she was appropriately examined and diagnosed. She was given treatment in line with her diagnosis, so we did not uphold her complaint.