

SPSO decision report

Case: 201401999, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained to us that when she attended A&E at the Royal Infirmary of Edinburgh with sciatica (back and leg pain caused by irritation or compression of the sciatic nerve) she was not provided with appropriate care and treatment and had to take a taxi home at her own expense.

We took independent advice from one of our medical advisers, who looked at Ms C's medical records. We found evidence that Ms C had been properly assessed and that she was given pain relief, with appropriate advice to seek further medical assistance should her condition deteriorate. Our adviser said that there was no clinical reason to admit Ms C to hospital at that time. There was nothing showing that Ms C had raised concerns with staff about getting home from hospital and we took the view that the board's response about being unable to refund her taxi fare was reasonable.