

SPSO decision report

Case: 201403829, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained about the treatment he had received from the board for problems he had with his nose and breathing. Mr C had two operations on his nose, but this did not resolve the problems. We took independent advice from one of our medical advisers, who is an experienced ear, nose and throat surgeon. We found that it had been reasonable to carry out the operations on Mr C's nose. He had also been given appropriate information about the procedures before they were carried out. The operations had been carried out appropriately, but the symptoms Mr C complained of were rarely completely resolved by the surgery. It was also reasonable that the board had decided that that no further surgical options were possible. We found that the board had provided a reasonable standard of medical treatment to Mr C and we did not uphold his complaint.