

SPSO decision report

Case: 201406830, Borders NHS Board
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Outcome: not upheld, no recommendations

Summary

Mrs C complained about the board's handling of a surgical procedure that was recommended by a surgeon at Borders General Hospital. Mrs C was dissatisfied with delays in the surgery going ahead because she had been in pain for a long time and had difficulty walking.

We took independent advice from an adviser who is a specialist surgeon. We found that there were appropriate medical reasons initially why Mrs C's surgical procedure could not go ahead. The board had acknowledged and apologised to Mrs C that the 12 week treatment time guarantee had not been met. However, we found that it was an unusual procedure where there were exceptional circumstances for this. It had come to the board's attention that the risks, complications and outcomes of the procedure to treat a nerve related condition had not been properly reviewed. Therefore, we concluded that there was good reason on patient safety grounds for a comprehensive review to be carried out and formally reported on before offering the surgical procedure to Mrs C.