

SPSO decision report

Case: 201407271, Lothian NHS Board - Acute Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C's child was born with a number of unexplained clinical concerns and a series of tests were undertaken to establish their cause. The child was referred to the department of clinical genetics. Ms C complained about the care and treatment her child received there, in that staff were slow to give her an appointment and then to provide her child's test results. She maintained that little time was taken to explain the disorder or to get to the bottom of the problem. No follow-up appointment was made.

We took independent advice from a consultant clinical geneticist and we found that the child was seen within seven weeks, well within the recommended time frame (of 18 weeks). We noted that the appointment lasted 75 minutes and it was explained that although the test results had been inconclusive, other appropriate steps had been taken. A chromosome test was taken from Ms C and similar testing was recommended for the child's father, and Ms C was given comprehensive information which was later confirmed in a letter. No further appointment was made for the child pending the results of parental testing. While Ms C regularly phoned the department asking for the test results these were not available and the child's father had not been in touch to be tested.

While we acknowledged Ms C's anxiety about her child, there was no evidence to suggest that the care and treatment given were unreasonable, and, accordingly, we did not uphold her complaint.