

## SPSO decision report

**Case:** 201507553, Grampian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained to us about the care and treatment he had received from the maxillofacial (the speciality concerned with the diagnosis and treatment of diseases affecting the mouth, jaws, face and neck) unit at Aberdeen Royal Infirmary. Mr C had been referred to the unit because of a lesion (an area of abnormal tissue) on his palate.

A biopsy (tissue sample) was taken out but two weeks later he suffered a bleed from the site of the biopsy and had to re-attend the hospital. The following morning, Mr C experienced another bleed and was again advised to attend the hospital. After experiencing a further bleed on the next day, he contacted the hospital and was given the option of readmission for the bleeding to be monitored. Mr C refused this as he was due to go into a private hospital the next day for prostate surgery.

Mr C was admitted to the private hospital for the prostate surgery. However, he suffered a serious bleed from the site of the biopsy and it was decided the surgery could not go ahead. Instead a maxillofacial consultant was called and they took action to stop the bleeding from Mr C's palate, in theatre under general anaesthetic. Mr C had to pay for this procedure. He subsequently complained about the care and treatment he had received from the board's maxillofacial unit.

We took independent advice on Mrs C's complaint from a specialist in oral and maxillofacial surgery. We found that the biopsy had been carried out in a reasonable manner. We also found that the treatment provided by the maxillofacial unit in response to Mr C's bleeding had been reasonable and appropriate. We did not uphold the complaint.