

SPSO decision report

Case: 201507843, Borders NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained on behalf of his wife (Mrs A). He said that she had suffered from a complex series of health complaints for a number of years. He also said that despite the significant impact this had had on Mrs A and her family, the board had failed to provide a satisfactory diagnosis or a reasonable standard of care and treatment. Mr C said that Mrs A's orthopaedic, neurological and rheumatology care had all been of an unacceptable standard.

We took independent medical advice on Mrs A's care and treatment. The adviser said that Mrs A had presented with a complex set of symptoms which could not be explained by a single diagnosis from any of the specialists who reviewed her. Mrs A had been reasonably diagnosed with a neurological condition but had been unwilling to accept this diagnosis as she felt it reflected on her mental health. Mrs A was referred for further specialist review which provided a diagnosis of arthritis. The adviser said there had not been sufficient evidence available previously to make this diagnosis.

Overall we found Mrs A had been provided with a reasonable standard of care and treatment. Although a diagnosis was subsequently made, it did not explain the majority of her symptoms and there was no evidence that it should have been made earlier by the board. We therefore did not uphold Mr C's complaint.