

SPSO decision report

Case: 201508314, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

Ms C complained that the board unreasonably failed to diagnose and treat the cause of her back pain. She had suffered chronic back pain since being involved in a motorbike accident a number of years previously. Ms C said that she had not been provided with a satisfactory resolution and explanation for her ongoing pain and she felt that the care and treatment she had received had been inadequate. Ms C said her mobility had been affected, and she continued to require to take strong pain medication.

We obtained independent medical advice from a trauma and orthopaedic consultant and a consultant neurologist. The advice we received was that both the orthopaedic and neurology care and treatment provided to Ms C was consistent and appropriate. The advisers did not identify failings in Ms C's care and treatment. We did not uphold Ms C's complaint.