

SPSO decision report

Case: 201603669, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C underwent an operation to her thumb. Over a year later it had still not healed despite two further attempts to revise the scar and after a review by a second opinion. Ms C complained that the clinician concerned with her treatment then refused to treat her further, saying that the cause of the failure to heal was self-harming. Ms C further complained a second clinician refused to provide surgery to her knee even though imagery showed that it was suffering from degeneration.

Ms C raised her concerns with the board who took the view, overall, that Ms C had been treated appropriately, in accordance with guidance, and that the conclusions and decisions about her thumb had been reasonable.

We took independent clinical advice and found that the clinician involved had done all they could with regard to Ms C's thumb in an effort to get it to heal. They had investigated the circumstances to establish the reasons why it had failed to heal and it was not unreasonable to conclude that the recurrent breakdown of the scar was self-inflicted. With regard to Ms C's knee problems, the board had followed current national guidance not to offer surgery in such cases. We therefore did not uphold Ms C's complaint.