

SPSO decision report

Case: 201604554, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: upheld, recommendations

Summary

Mr C complained that the board had unreasonably delayed in providing treatment for his eye condition at Hairmyres Hospital.

We took independent advice from a consultant who specialises in the medical and surgical treatment of eye disease. The advice we received was that there had been no unreasonable delay in the treatment provided to Mr C, but that there had been an unreasonable delay in the following up of Mr C's eye condition. However, we found that this delay had not resulted in deterioration of Mr C's vision. Taking account of the evidence and the advice we received that Mr C should have been followed up more closely, we upheld Mr C's complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to Mr C for the failure to follow-up his eye condition.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.