

## SPSO decision report

**Case:** 201609385, Lothian NHS Board - Acute Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained about the medical care and treatment and also the nursing care provided to her when she attended the emergency department at the Royal Infirmary of Edinburgh. Ms C was brought to the hospital by ambulance as she was short of breath and had asthma. She complained that the clinical care and treatment she received was not reasonable and that she was discharged when she was still unwell.

We took independent advice from a consultant in emergency medicine and from a nursing adviser. We found that Ms C was carefully examined and that no abnormal findings were made. As such, we found that the medical care and treatment provided to Ms C had been reasonable, and that it was reasonable to discharge Ms C. We did not uphold this aspect of the complaint. We also found that the nursing care and treatment provided to Ms C at this attendance was reasonable. Therefore, we did not uphold this part of the complaint.