

SPSO decision report

Case: 201705818, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C received cataract surgery (surgery to correct clouding of the lens of the eye) and complained that the board did not provide her with reasonable follow-up care and treatment afterwards. Mrs C complained that board staff were not listening to her concerns about losing her sight.

We took independent advice from a consultant ophthalmologist (eye doctor). We found that the care and treatment Mrs C received was reasonable. We found that Mrs C had appropriate tests and there was no obvious cause for her symptoms. Ongoing investigations were planned and no failings were identified in the care provided during the period covered by Mrs C's complaint. We did not uphold the complaint.