

SPSO decision report

Case: 201706113, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the medical care and treatment her late mother (Mrs A) received when she attended the Victoria Hospital. In particular that more could have been done by the cardiac service to investigate Mrs A's symptoms and diagnose her.

We took independent advice from a consultant cardiologist (a doctor who specialises in the heart and blood vessels). We found that there had been some shortcomings in relation to aspects of communication, however, this did not impact on Mrs A's condition. We found that overall the care and treatment Mrs A received had been reasonable. We also noted that the timing of the cardiac tests less than two weeks after a referral from a GP demonstrated good practice and a responsive organisation. We did not uphold Mrs C's complaint.