

SPSO decision report

Case: 201707429, Borders NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the clinical treatment which he received when he attended Borders General Hospital for treatment for a shoulder injury. He felt he had been seen by staff who were not qualified to treat his injury and that there had been a delay in seeking a surgical option for the injury. He also complained that the x-rays taken were of poor quality and that this had contributed to his delayed recovery.

We took independent advice from a consultant in orthopaedics (a specialist in the treatment of diseases and injuries of the musculoskeletal system). We found that Mr C had sustained a type of shoulder fracture and that these fractures are treated conservatively, without the need for surgery. Mr C's shoulder injury was initially treated by placing in a collar and cuff sling, and he was seen for follow-ups at clinics. Mr C then developed a mal union (where the bones do not heal up straight) and a stiff shoulder, which are recognised complications of the injury which Mr C had sustained. We also found that Mr C had been seen by appropriately qualified clinicians and allied health professionals and that the x- rays which were taken were of a sufficient quality. We did not uphold Mr C's complaint.