

SPSO decision report



Case: 201709295, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the care and treatment she received from the board for her bunions (painful swellings on the first joint of the big toes). Mrs C complained that the board failed to advise her prior to her bunion surgery that permanent nerve damage or bone fracture were potential complications of the surgery. Mrs C said that if she had been advised of these potential outcomes, she would not have gone ahead with the operation.

We took independent medical advice on the case from a consultant orthopaedic and trauma surgeon (a specialist in the treatment of diseases and injuries of the musculoskeletal system). We found that nerve damage and bone fracture were recognised complications of the surgery Mrs C had. We also found that the appropriate consenting process was carried out and the correct consent form was signed by Mrs C and the doctor who was to carry out her surgery. The consent form listed the complications of the procedure, including nerve damage and fracture. Therefore, we did not uphold this complaint.