

SPSO decision report

Case: 201801682, Highland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the treatment she received from a podiatrist (a medical professional who specialises in the feet and ankles) when she attended a consultation to remove some hardened skin around her toe. Mrs C believed that the podiatrist had removed too much skin as her toe became painful and she was subsequently diagnosed with an infection.

We took independent advice from a podiatrist. We found no evidence from the clinical records that there was a problem for the podiatrist when treating Mrs C's toe. We noted that they gave Mrs C appropriate advice on changing the type of footwear she wore as this would have contributed to her foot problems. We also found that Mrs C had other health conditions which may have contributed to her being susceptible to skin infections. We did not uphold the complaint.