

SPSO decision report



Case: 201803357, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C, an advocate, complained on behalf of her client (Ms A) about the care and treatment Ms A received at Glasgow Royal Infirmary. Ms A broke her distal fibia (the end of the fibula bone, one of the bones that supports the ankle joint) and underwent surgery to repair the break. Ms C said that the plate was not fixed in the appropriate place, causing poor healing and requiring further surgery to fix the error.

We took independent advice from an orthopaedic surgeon (a specialist in the treatment of diseases and injuries of the musculoskeletal system). We found that Ms A's treatment was reasonable as the initial operation was carried out appropriately, with the plate and screws reasonably placed. Ms A was then reviewed in further clinics, with appropriate advice given to manage the healing process. There was evidence that the injury was not healing as expected and further investigations, including a CT scan were undertaken. This identified that Ms A had developed a recognised complication which led to the need for a further operation. We considered the treatment Ms A received to be reasonable and did not uphold Ms C's complaint.