

## SPSO decision report

**Case:** 201806145, Grampian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about aspects of his care and treatment which he received at Aberdeen Royal Infirmary. Mr C said that he received inconsistent explanations from staff about the cause of his back pain. He was also dissatisfied with the pain relief which was provided as it did not meet his needs.

We took independent medical advice from a consultant neurosurgeon (surgeon of the brain or other nerve tissue). We found that Mr C had a complex surgical history and a chronic pain condition. We found that although the staff had referred to the cause of Mr C's back pain differently at times, the explanations had the same meaning and that did not mean that his treatment was inappropriate. We also found that there was record of Mr C reporting pain and that the actions of staff by prescribing different painkillers and referring Mr C to the pain clinic were appropriate. We did not uphold the complaints.