

SPSO decision report

Case: 201808955, Borders NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the treatment which her daughter (Miss C) received at Borders General Hospital. Miss C had injured her hand, and nerve conduction studies showed there was evidence of nerve damage. Mrs C felt that there was a delay by the consultant in treating the injury and that the option of surgery should have been considered.

We took independent advice from a consultant orthopaedic surgeon (a specialist in the treatment of diseases and injuries of the musculoskeletal system). We found that the consultant had reached a diagnosis of brachial neuritis (pain or loss of function in a nerve) which was reasonable and that it was appropriate to treat the condition conservatively rather than with surgery. It was also noted that there was an improvement in Miss C's condition. We did not uphold the complaint.