

SPSO decision report

Case: 201809603, Borders NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided by the ear nose and throat (ENT) clinic. C had been referred to the ENT clinic to have a nasal polyp (a painless soft growth in the nose) removed as they had been suffering sinus congestion. Prior to the procedure, C contacted the ENT clinic to advise they were suffering with severe tinnitus (ringing or buzzing in the ears) and cluster headaches. C complained that their concerns regarding tinnitus were not taken seriously and that there was a lack of follow-up once treatment had been provided.

We took independent advice from an ENT consultant. We found that appropriate referrals to neurology (the area of medicine that deals with disorders of the nervous system) and audiology (the area of medicine that treats those with hearing problems balance and related disorders) had been made and that there were no significant failings in the care and treatment provided to C in respect of their concerns. We did not uphold the complaint.