

SPSO decision report



Case: 201900771, Ayrshire and Arran NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: upheld, recommendations

Summary

Ms C, an advocacy worker, complained on behalf of her client (Mr A) about the treatment he received following a cataract operation (a surgical procedure to replace the eye lens with an artificial one). During the surgery a complication occurred whereby the lens unfolded in an unusual fashion. Mr A underwent a number of other procedures and is concerned that these may have been unnecessary had his concerns about his eyes been listened to. The board accepted that a complication occurred during the cataract surgery, however, they consider it was managed appropriately. The board consider Mr A was kept informed of his clinical condition as it evolved.

We took independent advice from a consultant ophthalmologist (a clinician who treats disorders and diseases of the eye). We found that Mr A suffered a recognised complication during the cataract surgery and there is no evidence to suggest that his post-operative symptoms were not managed appropriately. However, we did consider that there was an unreasonable delay in performing the second surgery to repair the complication. Therefore, we upheld Ms C's complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to Mr A for the unreasonable delay in dealing with the complication that occurred, which caused Mr A unnecessary and prolonged pain and discomfort. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.

What we said should change to put things right in future:

- All surgeons who perform cataract surgery for the board should know how to deal effectively with the complications of posterior capsular rupture during cataract surgery efficiently and promptly.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.