

SPSO decision report

Case: 201904552, Tayside NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to their child (A) by the board when A had various ear, nose and throat symptoms. A was admitted to Ninewells Hospital following a number of visits to their GP, and received treatment with steroids, antibiotics and oxygen. A was discharged after two nights with a plan for a follow-up sleep study. C complained that the board had not provided A with appropriate oxygen treatment, and that it was unreasonable for them to be discharged.

We took independent advice from a consultant paediatrician (a medical practitioner specialising in children and their diseases). We found that, overall, the care and treatment provided to A was reasonable, and that there was appropriate monitoring, documentation, and escalation of care. We considered the oxygen treatment and discharging A to be reasonable. We, therefore, did not uphold C's complaint.