

## SPSO decision report

**Case:** 201906595, Highland NHS Board  
**Sector:** Health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C had concerns about the care and treatment they received in the A&E at Raigmore Hospital. C had experienced a headache and visual disturbance. After initially attending their GP practice, C was taken to A&E by ambulance. Shortly after arriving at the hospital, C was assessed by a doctor. Later that evening, a CT scan (computerised tomography - a scan that uses x-rays and a computer to create detailed images of the inside of the body) was performed and this showed that C had experienced a type of stroke (a serious medical condition that happens when the blood supply to part of the brain is cut off).

C had concerns that assumptions were made about the timing of the onset of their symptoms. C also considered that there was a delay in them receiving a CT scan, which prevented thrombolysis (a treatment involving a drug that aims to disperse the clot and return the blood supply to the brain. Not all stroke patients are suitable for this treatment). C was also unhappy that the stroke team were not immediately involved in their care.

We took independent advice from an emergency medicine consultant. We found that the history obtained, examination and investigations performed in the emergency department were reasonable. We did not identify a delay in performing a CT scan and we found that the rationale for not offering C thrombolysis treatment was reasonable. Finally, we found it was reasonable that the stroke team were not involved with C's care at the time of admission. We concluded that C received reasonable care and treatment and we did not uphold this aspect of the complaint.

C was also unhappy with the board's investigation and response to their complaint. We were satisfied that all aspects of the board's complaint handling were in accordance with the NHS Scotland Complaints Handling Procedure. We did not uphold this aspect of the complaint.