

SPSO decision report

Case: 201906775, Fife NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment they received from the board. C said that a ruptured Achilles tendon (the band of tissue that connects calf muscles at the back of the lower leg to the heel bone) was not identified in a timely way.

We took independent advice from an advanced nurse practitioner and from a consultant physiotherapist. We found that the care and treatment provided to C was consistent with the National Institute for Health and Care Excellence (NICE) guidance on when to suspect an Achilles tendon rupture, and with the board's own pathway. We did not uphold this aspect of the complaint.

C also complained about the way the board handled their complaint. We did not find any failings regarding the way the board handled C's complaint. Therefore, we did not uphold this aspect of C's complaint.