

SPSO decision report



Case: 201907163, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C underwent right knee replacement surgery and complained about the care and treatment they received as they suffered severe pain and limited movement following surgery. It was C's understanding that something went wrong during the surgery and they also considered that the board had failed to provide the appropriate aftercare.

The board said there was no suggestion that anything went wrong during the surgery and noted that C underwent physiotherapy to help alleviate their pain.

We took independent advice from an orthopaedic surgeon (a surgeon specialising in the treatment of diseases and injuries of the musculoskeletal system). We found that there was a five degree misalignment in C's knee; however, it is unlikely that this would cause the pain C subsequently experienced. There are associated risks with the type of surgery C had and around 20 percent of patients may not experience a satisfactory outcome. There was no evidence that C's surgery was not carried out appropriately. We also found that the appropriate investigations were carried out to check that the knee joint was properly aligned post-surgery. As such, we did not uphold C's complaint.