

SPSO decision report

Case: 201203005, Greater Glasgow and Clyde NHS Board

Sector: health

Subject: clinical treatment; diagnosis

Outcome: not upheld, no recommendations

Summary

Ms C complained that when she attended a physiotherapy appointment, the physiotherapist wrenched her shoulder and caused her great pain. She also complained that the home exercises that were suggested caused her more pain, and that she had not received proper instruction on how to use a pulley.

In investigating the complaint, we could not establish whether the physiotherapist actually wrenched Ms C's shoulder, but we found that it was appropriate for them to move it to assess the level of mobility. After taking independent advice from our medical adviser, we were satisfied that the physiotherapist provided appropriate treatment.

In this case, the board had also accepted that there were difficulties in communication about what a patient should report if home exercises led to an increase in pain, and they had reminded staff of their responsibilities in that regard.