

SPSO decision report

Case: 201406523, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C, who is an advice worker, complained on behalf of Mr A about the care and treatment he received at the Royal Infirmary of Edinburgh's A&E department, when he injured his shoulder. In particular, Mr A maintained that the hospital failed to carry out a proper assessment of his injury, and that they delayed in offering follow-up appointments.

During our investigation, we took independent advice from a consultant in orthopaedic and trauma surgery. We found that the treatment given to Mr A was reasonable and appropriate. The advice we received was that there was no evidence the hospital had failed to carry out a reasonable medical assessment of Mr A's injury. We found that the injury was diagnosed by A&E in a reasonable manner and he was appropriately referred for further specialist assessment and management. We also found no evidence that there was any delay in the follow-up appointments for his injury.