

SPSO decision report

Case: 201507899, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Miss C complained about the care and treatment that her partner (Mr A) received at Hairmyres Hospital. Mr A experienced a range of different symptoms and was seen by doctors from various specialisms as a result. He also attended at the A&E department on a number of occasions. Miss C and Mr A were concerned that no diagnosis was reached for Mr A's symptoms and a complaint was made to the board. Miss C was dissatisfied with the response.

After taking advice from a consultant physician and a consultant in emergency care, we did not uphold Miss C's complaint about diagnosis. The advice we received was that the board had carried out all appropriate investigations in the period covered by the complaint and that no physical cause for Mr A's symptoms had been identified.

We also did not uphold the complaint about the board's response to the concerns raised. We found that while this was brief, it addressed the issues raised.