

## SPSO decision report

**Case:** 201702565, Lothian NHS Board - Acute Division

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Decision:** not upheld, no recommendations

### Summary

Miss C complained that the plans made for her labour at the Royal Infirmary of Edinburgh were unreasonable. Specifically, that she was refused a caesarean section and induction of labour, and that she was advised not to call an ambulance when going into labour. Miss C also complained that staff included inaccurate information, about a consultation, in correspondence to her GP.

We took independent medical advice from a consultant obstetrician and found that there was no evidence to show that Miss C was refused a caesarean section or induction of labour. We considered that it was reasonable of board staff to recommend against a caesarean section in this case, given the complications associated with the operation. We also considered that advice given not to call for an ambulance outside an emergency situation was appropriate. Therefore, we did not uphold this complaint.

We were also satisfied that a member of staff had not unreasonably included inaccurate information to Miss C's GP and, therefore, did not uphold this complaint. However, we provided feedback to the board that there appeared to have been some miscommunication regarding the matter.