

SPSO decision report



Case: 201800417, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the treatment she received from the orthopaedic service (the service which deals with issues of the musculoskeletal system) at Glasgow Royal Infirmary. She had been referred there by her GP for a suspected torn cartilage. She said that the consultant reviewed her and suggested that she have a hip injection, arranged for her to have a scan and said that the matter would be reviewed. Mrs C then saw another doctor who suggested an alternative treatment plan. Mrs C felt that it was unreasonable that the consultant did not take any further action at the initial appointment.

We took independent advice from an orthopaedic consultant. We found that the consultant had carried out a reasonable assessment in view of Mrs C's reported symptoms and medical history, and that it was reasonable to suggest that she had a hip injection. The fact that another clinician arrived at a different diagnosis was also reasonable in the circumstances. We did not uphold the complaint.