

SPSO decision report



Case: 201907234, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C's child (A) was referred to have a tonsillectomy (surgical removal of the tonsils) and grommets (a small tube inserted in the eardrum to drain fluid) inserted as they had been experiencing seizures and recurrent ear infections. On the day of surgery, the surgeon decided not to insert grommets as A's ears were healthy and there was potential for an unnecessary intervention. C complained that the surgeon failed to carry out the agreed surgery.

We took independent advice from an ear, nose and throat consultant. We found that it was appropriate for the surgeon to make a clinical judgement on the day of surgery based on the clinical presentation of the child. We noted that the clinical decision was supported by clinical research and it was therefore reasonable. As such, we did not uphold the complaint.