

SPSO decision report

Case: 201909748, Highland NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C, an advice and support worker, complained on behalf of their client (A) who had concerns about the treatment which A had received at Raigmore Hospital. A had a kidney stone and was operated on, which resulted in a ureteric stent (a thin tube structure allowing urine to drain into the bladder) being inserted. The stone remained in place and Levofloxacin (an antibiotic) was prescribed and A was discharged from hospital. A then began to suffer from leg pains, attended their GP and was readmitted to hospital after a few days with tendon issues. The stent and the kidney stones were removed and the antibiotic was stopped. A felt that the kidney stone should have been removed at the initial surgery and that Levofloxacin should not have been prescribed as this would have prevented their tendon issues which were as a result of a reaction to the Levofloxacin.

We took independent advice from a consultant urologist (a doctor specialising in the diagnoses and treatment of disorders of the kidneys, ureters, bladder, prostate and male reproductive organs). We found that A received an appropriate standard of care and treatment, but suffered a rare but recognised complication of antibiotic medication. We did not uphold the complaint although we highlighted as feedback that the board may wish to review their antimicrobial guidelines.