

SPSO decision report

Case: 202003940, Borders NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C underwent shoulder surgery at Borders General Hospital. Following the surgery, C's shoulder dislocated on a number of occasions and they were referred to another hospital outwith the board area for consideration of further treatment. C was advised that the cause of the problems was that the glenoid socket (socket part of the ball-and-socket shoulder joint) had been placed at an incorrect angle during the original surgery and that it was the cause of their continuing symptoms. C believed that there had been a failure in treatment. We sought independent clinical advice from an orthopaedic (conditions involving the musculoskeletal system) consultant. We found that from a clinical perspective, there were no indication that problems had been encountered during the original surgery or that the glenoid socket had been mispositioned. We did not uphold the complaint.