

## SPSO decision report

**Case:** 202304652, Tayside NHS Board  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** some upheld, no recommendations

### Summary

C complained about their experience of labour and post-birth care. C felt that they had been left too long without assessment and without medical review. C also complained about the actions of a specific doctor, who attempted manual removal of their placenta post birth. C said that this had been painful and that their birth plan had not been followed, making the experience distressing and difficult for C and their partner.

The board had already acknowledged failings in C's care and the investigation assessed whether the actions set out were reasonable and proportionate means of addressing these. We took independent advice from an obstetrics adviser. We found that the board had acted to address the identified failings. Although C's experience was distressing, there was no evidence that their baby was put at risk at any point. We upheld some of C's complaints, but made no further recommendations due to the appropriate actions already taken by the board.