

SPSO decision report

Case: 201202996, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mrs C had an operation, after which packing material was left in her wound. She told us that when she complained to the board about this, their response was inadequate. The board had apologised to her for the failings and explained the actions they had taken to prevent this happening again.

Our investigation found that the board had taken the complaint seriously and had carried out a thorough investigation, including obtaining statements from the relevant staff so that this was not repeated. They had reminded staff of their responsibilities. The board had also sought information from the packing manufacturers, which led to them use an alternative form of wound packing. We were satisfied that the board's investigation was appropriate, and decided that further consideration of the complaint would be unlikely to achieve any more for Mrs C.