

SPSO decision report

Case: 201403492, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained to the board that a health centre providing physiotherapy treatment delayed in referring him for a scan of his spine and in referring him to a special clinic for managing pain (the pain clinic).

In responding to the complaint, the board found that Mr C's GP could have referred him directly for a scan, saving a three-month delay. The board also felt that the time taken for Mr C to be referred to the pain clinic was acceptable.

We took independent advice from two of our medical advisers who reviewed the care and treatment Mr C had received. Our physiotherapy adviser considered that there was evidence that Mr C's treatment was reasonable and that there was no undue delay in him being referred to the pain clinic (given that further investigations and decisions about any surgery needed to take place in the first instance). Our GP adviser also considered that the GP records showed Mr C did not meet the national criteria for direct access to receive a scan. He considered that it was appropriate Mr C was instead referred to a specialist who subsequently made the decision for a scan to be performed. We concluded that Mr C received appropriate care and treatment for his back pain.