

SPSO decision report

Case: 201501839, Shetland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained on behalf of their son (Mr A) about care he received on two visits to A&E at Gilbert Bain Hospital. Mr A attended the hospital and was diagnosed with a viral infection. He returned two days later and was again diagnosed with a continuing viral infection. A further three days later, Mr A became very unwell and was admitted to hospital. He was later transferred to a hospital in another board area and diagnosed with osteomyelitis (a bone infection caused by bacteria).

Mr and Mrs C complained that Mr A had not been reasonably assessed and treated. We took independent advice from an adviser in emergency medicine. They said that Mr A was given a thorough and appropriate examination on both occasions. The adviser said the symptoms were consistent with a viral infection and there were no symptoms which indicated further tests should have been carried out. The adviser also noted that osteomyelitis is a very rare condition and one not often seen in children Mr A's age.

Considering the advice we received, we did not uphold this complaint.