

SPSO decision report

Case: 201601778, Forth Valley NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that the board delayed in determining that he had multiple sclerosis (MS - a disease that effects the nervous system). Mr C said that he has diabetes and had regularly attended a diabetic clinic with the board to review his diabetic peripheral neuropathy (nerve damage). However, Mr C said he had repeatedly complained of poor balance to the board but that they had failed to find that he had MS despite his symptoms.

In investigating this complaint, we took independent medical advice. We found that Mr C had often reported pain to board staff and this was treated in line with diabetic neuropathy. We also found that when Mr C presented with dizziness it was reasonable for the board to rule out any cardiac causes. Our investigation found that when Mr C's condition was noticed to be deteriorating, he was appropriately and quickly referred to a consultant neurologist. Therefore, we did not uphold Mr C's complaint.