

## SPSO decision report

**Case:** 201706415, Glasgow City Health and Social Care Partnership  
**Sector:** health and social care  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the care and treatment he received at the prison health centre. Mr C attended a number of appointments regarding a pain in his hand and wrist and said that he had severed a nerve a number of years ago. At each appointment, Mr C was assessed and prescribed different medications for pain relief, including ibuprofen gel. Mr C said that the medication was not working and pointed out that ibuprofen gel is used to treat muscle pain and not nerve pain. The prison health centre said they could not find any evidence that Mr C had damaged the nerve, despite enquiring with the relevant hospital, and they referred Mr C to the plastic surgery out-patient service for further investigation.

We took independent advice from a GP. We found evidence that Mr C had surgery to his hand and wrist a number of years ago. However, we considered that the centre carried out appropriate clinical assessments of Mr C's reported pain and the treatment prescribed based on their findings was reasonable. We did not uphold Mr C's complaint.