

SPSO decision report

Case: 201803955, Grampian NHS Board
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Decision: not upheld, no recommendations

Summary

Ms C, an advocate, complained on behalf of her client (Mr A) about the care and treatment he received following a referral to the board's musculoskeletal (MSK) hub (a specialist physiotherapy service) and following his referral to neurosurgery (branch of medicine concerned with the brain and other nerve tissue). Mr A was experiencing shooting pains down his legs.

We took independent advice from a specialist musculoskeletal physiotherapist and a consultant neurosurgeon. We found that it was reasonable for a physiotherapist to assess Mr A initially and then refer him directly to the MSK hub when there was no improvement in his condition. We also found that the MSK hub appropriately assessed Mr A in accordance with relevant guidelines and referred Mr A for an MRI scan at the appropriate time.

We found that it was reasonable for neurosurgery to send Mr A back to the MSK hub because a further period of conservative management of his symptoms might have been successful and might have avoided the need for an operation. We did not uphold Ms C's complaints.