

SPSO decision report

Case: 201908521, Ayrshire and Arran NHS Board
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Miss C attended the Maternity Assessment Unit (MAU) at Crosshouse Hospital after suffering a bleed at home. Miss C had had a caesarean section at the same hospital a few weeks earlier. Miss C was reviewed by staff and an ultrasound scan was taken. Staff concluded the bleeding was likely related to Miss C's period starting and she was discharged home. Miss C was readmitted to the same hospital days later after she collapsed at home and was transferred to the Maternity High Dependency Unit where a further scan revealed a blood clot in the uterus. Miss C complained that she had received poor care at the MAU and that it was wrong to send her home only to be readmitted at a later date.

We took independent advice from a consultant. We found that staff performed appropriate investigations when Miss C attended the MAU, that it appeared her symptoms were improving and that there was no clinical reason for a hospital admission at that time. We did not uphold the complaint.