

## SPSO decision report

**Case:** 202109730, Grampian NHS Board  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** resolved, no recommendations

### Summary

C, a support and advocacy worker, complained on behalf of their client (A) who suffered from thyroid eye disease (an autoimmune disease in which the eye muscles and fatty tissue behind the eye become inflamed). A complained that the treatment provided by the board had been ineffective and requested a second opinion and a review of the treatment that they had received to date.

We took independent initial advice from a consultant ophthalmologist (a specialist in the study and treatment of disorders and diseases of the eye). We found that while the board had obtained a second opinion on A's condition and plan of care moving forward, they had promised to review A's past care and treatment which had not been done. The board have now confirmed that a consultant has been found to review the relevant treatment and this has been agreed by all parties as a resolution to this complaint.