

## **Complaint about patient's hospital care not upheld**

A patient who attended Craigavon Area Hospital due to pain in his shoulder and loss of power in his right arm received an appropriate level of care, according to an investigation carried out by the Ombudsman.

The investigation followed a complaint made by the patient's wife, who was unhappy that no blood tests, X-rays or scans were performed on her husband in the Emergency Department. She also alleged that he had suffered unnecessarily due his care and treatment in hospital and that the medication and ongoing paid had caused him depression.

The Investigating Officer obtained the patient's medical notes and records documenting his care and treatment at the hospital. A copy of his GP records were also obtained. These were referred to a Consultant in Emergency Medicine for independent advice.

Having read the advice the Ombudsman accepted that it would not be routine or standard practice to request an MRI scan in the Emergency Department when dealing with musculoskeletal problems. It was also accepted that the assessment carried out, the anti-inflammatory medication provided and the referral for physiotherapy was appropriate and sufficient for the patient's condition.

The Ombudsman therefore found that the care and treatment provided to the patient by the hospital was appropriate and reasonable. The complaint was not upheld.

**The full investigation report can be viewed [here](#).**