

Care and treatment of a patient at Kingsbridge Private Hospital

An investigation has found that the overall care and treatment provided by a private hospital to a patient who had a suspected ovarian cyst was appropriate and reasonable. The patient was treated there as a result of a waiting list initiative by the South Eastern Health and Social Care Trust.

The patient attended Kingsbridge Private Hospital Belfast to have the cyst removed. However, the doctor was not able to complete the procedure and she was referred to a different surgeon within the hospital.

After the cyst was removed, the patient made a complaint stating that the first procedure had left her in pain and discomfort. She complained that the first doctor was not appropriately qualified to carry out the surgery, and that she was unnecessarily subjected to two procedures.

The Ombudsman's investigating officer obtained a report from the 3fivetwo group who ran the hospital, interviewed the doctor who had been complained about, and received independent advice from a Consultant Obstetrician and Gynaecologist.

After reviewing all of the evidence, the independent advisor did not identify any concerns about the doctor's preparation and treatment plan in advance of the surgery, and said that there was no prior indication of a need to make a referral to a specialist surgeon.

The Ombudsman concluded that the doctor's attempt to remove the cyst, but abandon the procedure and refer to another specialist, was appropriate and in line with clinical standards.

However, the Ombudsman identified a failure by the doctor during the assessment process to properly record the patient's severe endometriosis. The report therefore recommended that the Group should apologise to the patient for the uncertainty and confusion this caused her.