

Care and treatment of a patient by an Independent Healthcare provider

A report by the Ombudsman has criticised elements of the care provided to a patient by Spire Independent Healthcare, based in Blackpool (Lancashire). The patient was referred to Spire under a waiting list initiative operated by the Belfast Health and Social Care Trust.

The patient complained that she was unhappy with the outcome of carpal tunnel decompression surgery carried out by Spire, that she should not have been discharged, and that she was discharged without receiving any post-surgery therapies.

Following investigation the Ombudsman concluded that the decision to discharge the patient was appropriate. However, it was found that there was a failure by the healthcare provider to:

- Communicate to the complainant that she was being discharged
- Appropriately inform the complainant of the risks associated with carpal tunnel decompression surgery
- Review the complainant's earlier decision to consent to the surgery, prior to treatment commencing; and
- Record a contemporaneous note of the discharge discussion

As a result of the Ombudsman's findings, Spire agreed to apologise to the patient.