

SPSO decision report



Case: 202407399, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: Health

Subject: Appointments / Admissions (delay / cancellation / waiting lists)

Decision: some upheld, no recommendations

Summary

C complained that the board failed to provide them with reasonable care and treatment. C had a cancer diagnosis and was concerned about the length of time taken to arrange their surgery.

We took independent advice from a consultant clinical oncologist (specialist in the diagnosis and treatment of cancer). We found that it was reasonable for C's treatment plan to change and the delays in arranging a date for surgery were unavoidable due to capacity issues. Therefore, we did not uphold this part of C's complaint.

C also complained that the board's communication was unreasonable. We found that the board's complaint response contained inaccurate information. In particular, it indicated that a provisional date for surgery was offered to C when this was not the case. Therefore, we upheld this part of C's complaint. However, we made no recommendations based on appropriate action already taken by the board.