

## SPSO decision report

**Case:** 201103024, Forth Valley NHS Board  
**Sector:** health  
**Subject:** clinical treatment; diagnosis  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained on behalf of his mother about a cancer diagnosis that was delayed due to 'human error' by a radiologist (a medical specialist that uses imaging to diagnose and treat disease) in interpreting a scan.

He also complained about the board's complaints handling and what he regarded as confusing and/or contradictory information.

We upheld Mr C's complaint about the misinterpreted scan. We found that the board had already acknowledged this and apologised to him.

When looking at the complaint, we took account of the action already taken by the board. We also looked at the remedial action they took to minimise the likelihood of a recurrence and took advice from our medical adviser, who compared the board's action to national standards set by the Royal College of Radiographers. We found that the remedial action either matched or exceeded the national standards and we were satisfied that appropriate and timely action had been taken to address the failings identified. We, therefore, did not make any recommendations.

On the issue of the complaints handling, we found that the information provided to Mr C was clear and was not contradictory.