

SPSO decision report

Case: 201600825, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C had low abdominal and pelvic pain and was referred to a gynaecology clinic. She attended two appointments with the same clinician but complained that she was not treated or cared for appropriately and that she should have had a biopsy due to her family history. She also complained that the examining equipment at each appointment had not been fitted with a protective sleeve. She also complained that communication at the two appointments had been unreasonable.

We took independent advice from a consultant in obstetrics and gynaecology. We found that while an ultrasound scan at Ms C's first appointment had shown a small fibroid in the wall of her uterus, this was not cancerous and she was appropriately advised. She was given medication for her presenting symptoms and was to attend in two months' time. At her second appointment, we established that her treating clinician suggested a laparoscopy as her symptoms remained and while Ms C had not wanted this and wanted a biopsy, this would not have been the appropriate treatment. We found no evidence that a protective sleeve had not been used nor evidence of poor communication. We did not uphold Ms C's complaint.