

SPSO decision report

Case: 201601925, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C, who works for an advocacy and support agency, complained on behalf of her client (Mr A) about the care and treatment provided by the practice to his late wife, (Mrs A). Ms C complained that the practice missed an opportunity to diagnose Mrs A with pancreatic cancer and that they failed to send her for a scan.

During our investigation, we took independent advice from a GP adviser. We found that the symptoms Mrs A had presented with were not consistent with pancreatic cancer and, therefore, there was nothing that would alert the practice to the need to arrange further investigations or scans. Therefore, we did not uphold Ms C's complaint.