

SPSO decision report

Case: 201608335, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

Ms C complained about the care and treatment she was given by a consultant surgeon after her GP made an urgent referral for her to attend the board's breast service. She said that her appointment took too long to be arranged after referral and then the examination given had been brief. She believed that she should have been sent for a mammogram because of her presenting symptoms and her reported family history. Ms C complained that by the time she was diagnosed with breast cancer, she required a full mastectomy. The board considered that she had been treated reasonably and appropriately in terms of the relevant protocol. Ms C remained unhappy and complained to us.

We took independent advice from a consultant breast surgeon and we found that when Ms C presented initially, there was no need to perform a mammogram and she was appropriately examined and investigated. Five months later, after being urgently referred, Ms C was examined and had a mammogram and ultrasound imaging with biopsies taken. She was diagnosed with an invasive form of breast cancer for which she was given chemotherapy and then a mastectomy.

We found that Ms C's treatment had been reasonable, appropriate and timely, in accordance with Scottish Government targets. For these reasons, we did not uphold the complaint.