

SPSO decision report

Case: 201708601, Highland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C, an advocate, complained on behalf of her client (Mrs A) about a delay in diagnosing gastric diverticulum (a pouch protruding from the gastric wall) and subsequent treatment. Ms C raised concerns that Mrs A underwent unnecessary repeat tests because the initial investigations had not been interpreted properly.

We took independent advice from a consultant general and colorectal surgeon (a physician who specialises in the medical and surgical treatment of conditions that affect the lower digestive tract). We found it was reasonable that the gastric diverticulum had not been picked up on the initial tests, given it is a rare condition, and that there had been other reasonable explanations for Mrs A's abdominal pain and weight loss. We considered it was appropriate to repeat Mrs A's tests, at which time the gastric diverticulum was identified. We concluded that the delay in diagnosis was not unreasonable and treatment was carried out thereafter within a timely manner. We, therefore, did not uphold the complaint.