

## SPSO decision report



**Case:** 201803730, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** communication / staff attitude / dignity / confidentiality  
**Decision:** upheld, no recommendations

### Summary

Ms C, an advocate, complained on behalf of her client (Ms A) about the standard of communication between clinicians and Ms A in relation to breast implant reconstruction. Ms A was concerned about the outcome of the procedure saying that her breasts were completely asymmetrical and the skin on top of her left breast was bunched up. Ms C said that Ms A had not been given realistic expectations about the results of the procedure.

We took independent advice from an adviser in plastic surgery. We found that there were shortcomings in record-keeping which meant it was not entirely clear what was discussed with Ms A or what information was provided. The evidence from the clinical notes indicated that the risks were outlined during at least one consultation, but there was a lack of documented evidence that Ms A was informed in a clear way that her breasts may not be symmetrical in size, shape and volume following the procedure. We upheld the complaint. However, we made no recommendations in light of the action already taken by the board to resolve the complaint.