

## SPSO decision report



**Case:** 201804309, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the care and treatment his partner (Ms A) received from Glasgow Royal Infirmary for pain in her stomach. He said that the board failed to appropriately diagnose and treat Ms A's health issues within a reasonable time. Mr C's concerns included that for years, Ms A had been passed from one consultant at the hospital to another, without a diagnosis being made for her health condition and appropriate treatment being provided. He was also concerned that the board was now only offering Ms A treatment at the chronic pain clinic.

We obtained independent medical advice from a consultant gastroenterologist (specialism of treatment of the stomach and intestines). We found that Ms A's management had involved numerous specialities and, that all the referrals and the sequence of investigations appeared appropriate and consistent with the clinical guidance referred to in national guidance. We also found that Ms A's regular clinic reviews, and the explanations provided to her at these appointments, seemed appropriate. In terms of the care now being offered to Ms A, we considered that it was appropriate and reasonable. Therefore, we did not uphold the complaint.