

SPSO decision report



Case: 201807078, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained that the practice wrongly focused their assessment and treatment on the wrong condition, which caused a delay in him being diagnosed with pancreatic cancer.

We took independent GP advice and found that the care provided, and investigations carried out, were in line with the Scottish Cancer Referral Guidelines. When Mr C's symptoms changed, the appropriate referrals were made. We did not uphold the complaint.