

## SPSO decision report



**Case:** 202401075, Lanarkshire NHS Board  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C complained about the care and treatment of their late spouse (A). A had a history of multiple myeloma (a type of blood cancer). C raised concerns about the board's response to A's symptoms, including a delay in carrying out a CT scan (a type of medical imaging) and a potential misdiagnosis of pancreatic cancer. The board said that A received prompt and appropriate management.

We took independent advice from a consultant haematologist (specialist in blood disorders). We found that the board's use of CT scanning to explore A's symptoms was reasonable, and the investigation of a mass near A's pancreas was reasonable and consistent with National Institute for Health and Care Excellence (NICE) guidelines. Therefore, we did not uphold this aspect of the complaint.

We also investigated the board's communication regarding A. We found no significant failings in communications in this case, and we did not uphold this aspect of the complaint.

Additionally, C complained about the handling of their complaint. We found that the board reasonably investigated A's complaint. Therefore, we did not uphold this aspect of the complaint.