

SPSO decision report

Case: 202401974, Grampian NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: upheld, no recommendations

Summary

C complained about the standard of care provided to their parent (A) by the board in relation to a scan that was performed after A had been diagnosed with breast cancer. After speaking with a consultant, A and their spouse believed that A's diagnosis of metastatic cancer was certain and that A had stage 4 cancer. A and their family sought a second opinion. Another MRI scan was performed which showed no convincing evidence of metastatic disease.

We took independent advice from consultants in radiology and oncology. We found that the standard of medical care provided to A was unreasonable. This was due to a failure to arrange a further review of the scan and obtain a second opinion, a failure to issue an amended report of the scan in light of A's trauma history and an unreasonable standard of communication around the scan and the related complexities of A's diagnosis. We upheld the complaint.

We noted that the board has acknowledged and apologised for the distress, noted their failings and taken action. In light of this, we made no recommendations. We have asked the organisation to provide us with evidence that they have addressed the failings.