

SPSO decision report



Case: 202502889, Lanarkshire NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: upheld, no recommendations

Summary

C complained about the care and treatment provided following their referral for a transurethral resection of the prostate (TURP, an operation to reduce the size of the prostate gland). The surgery was cancelled on the day when C's prostate was measured and considered too large for TURP surgery. C was then referred for Holmium Laser Enucleation of the Prostate (HoLEP, a procedure that uses a laser to remove enlarged prostate tissue) at another board.

C complained of unreasonable waiting times for surgery; contraindicated medication; lack of prostate measurement during pre-op checks; that the operation was unreasonably cancelled; poor communication and administration of the referral and errors in the board's complaint response.

The board acknowledged delays due to service pressures and apologised for errors in the complaint response. They outlined steps taken to improve waiting times; validate waiting lists; measure prostates during wait; and improve communication and administration. They confirmed that HoLEP is preferred for prostates over 80 cc and explained that C's prostate was measured at 100 cc.

We took independent advice from a consultant urologist (a doctor who specialises in the male and female urinary tract, and the male reproductive organs). We found that the waiting time for surgery was unreasonable and that C should have been given the option of the TURP surgery, with the risk and benefits explained, given the long wait. We found that C was appropriately prescribed medication which was not contraindicated. We also noted that pre-op checks were anaesthetic checks and not usually used for prostate measurement.

Overall, we found that C's care and treatment was unreasonable due to the excessive waiting time and lack of option for TURP. Therefore, we upheld C's complaint. However, as the board had taken several steps to address issues, it was not considered that this situation would happen again. No further recommendations were made.