

## SPSO decision report

**Case:** 201100324, Grampian NHS Board

**Sector:** health

**Subject:** clinical treatment; diagnosis

**Outcome:** not upheld, no recommendations

### Summary

Ms C complained on behalf of her mother (Mrs A) about the care and treatment Mrs A received from a hospital both as an in-patient and an out-patient. Ms C complained that the hospital delayed in providing Mrs A with surgery, and that there had been different views among hospital clinicians about how the surgery would be carried out.

After taking advice from two of our professional medical advisers, we did not uphold either of Ms C's complaints. Although surgery was delayed, we found that there were medical reasons for this; that the hospital had correctly followed procedures and that Mrs A was on an appropriate clinical pathway, given the health issues she presented during the period in question.