

SPSO decision report

Case: 201103217, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C pursued a complaint on behalf of his late mother (Mrs A), who passed away from terminal cancer soon after bringing her complaint to us. Mrs A's complaint letter to the board said that they had not provided her with regular checks when she had heart problems diagnosed. She said that in her view, this contributed to her cancer remaining undiagnosed until it became terminal.

We took advice on the complaint from one of our medical advisers, a consultant in acute medicine, with specialist experience in heart disease in older people. Our investigation found no evidence of any failure to carry out appropriate or regular checks for Mrs A's heart problems relative to the recorded symptoms she displayed at any given time.