

## SPSO decision report

**Case:** 201102135, Greater Glasgow and Clyde NHS Board

**Sector:** health

**Subject:** clinical treatment; diagnosis

**Outcome:** no decision reached

### Summary

Miss C complained about lack of treatment for her kidney problems and the board's handling of her complaint. Following our initial investigations, and having taken advice from one of our medical advisers, we wrote to Miss C telling her that we were not upholding two of the five aspects of her complaint. This was because we found that the decisions made by the board's clinicians in relation to these matters were reasonable. We told her that we were continuing to investigate her remaining three complaints.

Miss C then contacted us to say that she was taking legal advice about these matters and asked us to stop our investigation. We were, therefore, unable to come to a decision on the other three aspects of her complaint.