

## SPSO decision report

**Case:** 201508394, Greater Glasgow and Clyde NHS Board

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that he received inadequate care for problems with his testicles. He also said his complaints about this matter had not been responded to reasonably. The board said they had provided Mr C with a reasonable standard of care and treatment and responded to his complaints appropriately.

We took independent medical advice. We found that Mr C had been examined on a number of occasions by doctors at the prison health centre. The medical records showed that at each review, the appropriate action was taken in response to the doctors' findings. When a problem was identified with Mr C's testicles, he was referred for specialist review immediately.

We found there was no evidence that Mr C's care and treatment was not of a reasonable standard. We also found no evidence Mr C's complaints had not been responded to appropriately.