

SPSO decision report

Case: 201508511, Fife NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

After a recurrence of cancer, it was agreed that Mr C's bladder and prostate would be removed. He had a pre-operative session about a stoma (a surgically made pouch outside the body) and his surgery was carried out a few days later. Mr C appeared to be recovering well, but he then began to suffer problems with his stoma leaking. He complained that this was as a consequence of the board not providing him with reasonable care or aftercare in relation to the stoma. It was the board's view that they had provided appropriate care to Mr C.

We took independent advice from a specialist pelvic cancer surgeon and we found that all of Mr C's care and treatment had been in accordance with relevant guidance. He had had significant problems after his operation but the board had taken all reasonable and appropriate efforts to resolve these. While it was very regrettable that Mr C had to endure difficulties which affected the quality of his life, there was no evidence of poor care. We did not uphold Mr C's complaint.