

## SPSO decision report

**Case:** 201508540, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Ms C, who works for an advice and support agency, complained on behalf of Mrs A. Mrs A underwent a mastectomy procedure at the Victoria Infirmary. She was discharged two days later by a consultant. Mrs A's wound did not heal as expected and she had out-patient treatment to address this. When the treatment was ineffective it was decided that she should undergo a further procedure to explore, wash out and re-close the wound. This surgery was carried out by the consultant who had discharged Mrs A previously. Mrs A was unhappy with the actions of the consultant and complained.

After taking advice from a consultant breast surgeon, we did not uphold this complaint. The advice we received was that adequate and appropriate treatment had been provided by the consultant.