

SPSO decision report

Case: 201508735, Tayside NHS Board
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Outcome: not duly made or withdrawn, no recommendations

Summary

Mrs C learned that she had a gene mutation which increased the risk of breast and ovarian cancer. She decided to have surgery to remove both breasts to reduce the risk of developing breast cancer, and reconstruction surgery. Her surgery was cancelled on the morning she was due to be admitted. The board said that the cancellation was due to their failure to ensure the correct implants were available for the surgery to progress, and apologised. When she complained to us, Mrs C was concerned that she has not been given an alternative date for surgery.

Whilst we were considering Mrs C's complaint she was given a date for surgery. Following Mrs C's surgery she decided not to proceed with her complaint because the quality of care she received from the board had been so good.