

## SPSO decision report

**Case:** 201601924, Greater Glasgow and Clyde NHS Board - Acute Services Division

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Decision:** not upheld, no recommendations

### Summary

Ms C, who works for an advocacy and support agency, complained on behalf of her client (Mr A) about the care and treatment provided by the board to his late wife (Mrs A). Ms C complained that there was an avoidable delay in the board diagnosing Mrs A with pancreatic cancer and that there was a delay in carrying out a scan.

During our investigation we took independent advice from a medical adviser. We found that the actions of the board had been reasonable and that there was no delay in the diagnosis of pancreatic cancer as Mrs A had not been presenting with symptoms which would alert clinicians to a suspicion of this diagnosis. We also found that it was reasonable that a scan was arranged on an out-patient basis and there was no undue delay in carrying out the scan. Therefore, we did not uphold Ms C's complaint.