

SPSO decision report

Case: 201608263, A Medical Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C, who was diagnosed with gastric lymphoma (a cancer originating in the stomach), complained that there had been an unreasonable delay by the practice in referring him for a specialist opinion. We took independent advice from a general practitioner. We found that there was no undue delay in referring Mr C for a specialist opinion given the information the practice had on which to base their decision. We also found that the practice had been diligent in their review of Mr C's case and that the action taken by the practice was reasonable. We did not uphold Mr C's complaint.