

SPSO decision report

Case: 201609029, Grampian NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, recommendations

Summary

Miss C complained that the board unreasonably refused her breast reduction surgery. She maintained that this should have been done, not for reasons of appearance, but because of her extreme back and neck pain. The board did not agree and said that Miss C failed to meet the criteria necessary for the operation to be carried out.

We took independent advice from a consultant in plastic and reconstructive surgery. We found that in consideration of Miss C's case, the board had followed current Scottish Government advice. We did not uphold her complaint. However, we also found that the board had not told Miss C what to do should she continue to suffer severe back and neck pain, and so we made a recommendation about this.

Recommendations

What we asked the organisation to do in this case:

- Advise Miss C what to do in the event of non-surgical methods failing to improve her back and neck pain.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.