

SPSO decision report

Case: 201609787, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

Ms C attended the plastic surgery clinic at Glasgow Royal Infirmary, after being referred by her GP because of concerns about changes to her breast implants and a discharge from her nipple. Ms C said that she had many symptoms and, after doing her own research, concluded that these were the consequence of problems with her breast implants. However, she complained that the consultant she saw failed to listen to her, and as a result, misdiagnosed her and referred her to a psychiatrist. Ms C said that she felt that she had no alternative but to pay to have her breast implants removed privately. She complained to the board who took the view that she had been treated reasonably, holistically and in accordance with usual practice. Ms C remained unhappy and brought her complaint to us.

We took independent advice from a consultant plastic surgeon. We found that the consultant at the clinic had spent a considerable time discussing Ms C's symptoms with her and examined her appropriately. However, as Ms C had expressed thoughts about self-harm, the consultant was duty bound to recommend and arrange for psychological assessment. They did not refuse to remove her implants but wanted to ensure that any treatable conditions or symptoms she was experiencing could be dealt with appropriately. The adviser confirmed that Ms C had been treated in accordance with current practice. For these reasons, we did not uphold Ms C's complaint.