

## SPSO decision report



**Case:** 201702784, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained about the care and treatment he received from the ear, nose and throat (ENT) service at Inverclyde Royal Hospital. Specifically, that he was not examined thoroughly and that staff were dismissive of his symptoms being related to sinusitis (inflammation of the lining of the sinuses).

We took independent advice from a consultant ENT surgeon experienced in treating cases requiring sinus surgery. We found that Mr C's symptoms had been appropriately investigated, in particular with CT scans (a scan that uses x-rays and a computer to create detailed images of the inside of the body) and endoscopy (direct visualisation by camera). There was no evidence to show that Mr C had bacterial or fungal sinusitis or any evidence of a sinus tumour. We considered that Mr C's care and treatment was reasonable and appropriate and did not uphold his complaint.