

## SPSO decision report



**Case:** 201803778, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C complained that the board unreasonably cancelled his nose operation and did not provide a reasonable explanation as to why. Mr C suffers from allergic rhinitis (inflammation of the inside of the nose caused by an allergen). Mr C said that the other treatments offered were not taken forward.

We took independent medical advice from an ear, nose and throat surgeon. We found that Mr C's treatment by the board was reasonable and found no failings in the treatment offered. Mr C was referred for alternative treatments as had been agreed with the surgeon. The proposed operation could have provided some limited benefit to Mr C, although it would have not stopped him requiring long- term medication to manage his allergic rhinitis. Therefore, we did not uphold Mr C's complaint.