

## SPSO decision report

**Case:** 201807344, Forth Valley NHS Board  
**Sector:** Health  
**Subject:** clinical treatment / diagnosis  
**Decision:** some upheld, no recommendations

### Summary

C complained about the care and treatment provided to their late partner (A). C said that there was an unreasonable delay in diagnosing that A was suffering from cancer. We took independent advice from a consultant in acute medicine (a doctor who specialises in the immediate and early management of adult patients with a wide range of medical conditions who present in hospital as emergencies) and a consultant in respiratory medicine (a doctor who specialises in treating and managing patients with conditions affecting their lungs). We found that the care and treatment A received was reasonable and that there was no delay in diagnosing that they had cancer. As such, we did not uphold the complaint.

C also complained that the medical care and treatment provided to A after diagnosis was unreasonable. We took independent advice from a consultant in respiratory medicine. We found that the care and treatment given to A was reasonable; that all appropriate investigations and tests were carried out and that these were performed rapidly. We also noted that A's main consultant was actively involved and spoke at length to the family, as did the clinical nurse specialist. Finally, we found that there were frequent discussions where A and the family were updated on their condition. Therefore, we did not uphold the complaint.

In addition, C complained that the nursing care and treatment provided to A after the diagnosis of cancer was unreasonable. We took independent advice from a nursing adviser. We found that, while the majority of the nursing care and treatment given to A was reasonable and in line with the Nursing Midwifery Council Code, the board had accepted that the condition that C had found A in when they had attended the ward on one occasion was unreasonable and that they had taken action as a result. On balance, we upheld the complaint but made no recommendations.

Finally, C complained that A was unreasonably discharged from Forth Valley Royal Hospital. We took independent advice from a consultant in respiratory medicine and from a nursing adviser. We found no evidence that A had been unreasonably discharged and as such we did not uphold the complaint.