

SPSO decision report



Case: 201910382, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about surgery carried out by the board. C underwent abdominal surgery and immediately after the procedure, experienced issues and severe abdominal pain.

C was made aware by the surgical staff that there had been complications during the operation, but was advised that this would not have caused the issues. C underwent a second procedure and a diagnosis was made during this surgery.

C complained about the board's handling of the first operation and the surgeon's failure to make a diagnosis during the first procedure. We found that, whilst there were complications during the first procedure, these occurred despite the board's staff taking all reasonable precautions. We accepted advice that, due to the nature of C's condition, it was not unreasonable that no diagnosis was confirmed during the first procedure. We could find no clear link between events during the first surgery and the problems C later experienced. We did not uphold C's complaints.