

## SPSO decision report



**Case:** 202004484, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C complained about the care and treatment that they received from the Beatson West of Scotland Cancer Centre. We took independent advice from an oncologist (a doctor who specialises in the diagnosis and treatment of cancer). We found that the symptoms C described were not 'red flags' and could have been explained by recovery from the chest infection C had experienced. The response to C's symptoms (including the length of time to request and perform a CT scan) was reasonable in the circumstances. We also found that the communication with C about the results of the CT scan was reasonable

C was also concerned that bleeding at their Dalteparin (anticoagulant that helps prevent the formation of blood clots) injection sites was not appropriately escalated or responded to. The board did not provide us with a contemporaneous record of the advice that was given to C regarding bruising and bleeding at their Dalteparin injection site. We found that it would be good practice for all contact with clinicians to be recorded and we included this as feedback for the board. However, we noted that there was no dispute between the board and C that the advice given on this occasion was for C to contact their GP. We found that the advice given to C was reasonable in the circumstances.

We did not uphold C's complaint.