

## SPSO decision report

**Case:** 201402917, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** appointments / admissions (delay / cancellation / waiting lists)  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained that there were unreasonable delays in her being diagnosed and treated for functional neurological disorder (a problem with the functioning of the nervous system). She also felt that the board's response to her complaint was inadequate, mainly in that there were inaccuracies regarding her care.

The board did not identify any failings in the care but acknowledged that there had been some incorrect dates given in their response to her complaint.

We took independent advice from two of our medical advisers and concluded that Mrs C received timely assessments with treatment given within a reasonable timescale (about a month after the final diagnosis was reached). We also considered that the board's overall responses adequately responded to the complaint with an apology given for the minor inaccuracies.