

## SPSO decision report

**Case:** 201503628, Tayside NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Mr C complained about a misdiagnosis of cancer. He said staff at Ninewells Hospital told him about three years ago that he had six to nine months to live, but then told him about a year ago that he did not have cancer. Mr C was concerned about the misdiagnosis, and that the board did not follow up to determine the correct diagnosis for his symptoms. Mr C also raised concerns about the board's handling of his complaint, as they had still not responded to him four months after he complained.

We asked the board when they would respond to his complaint, and they said they aimed to do so within three weeks. Mr C did not receive a response within this timeframe, and we began considering his complaint. However, the board then sent Mr C the final response from their investigation. We asked Mr C if he was satisfied with this response, or if he wished us to keep investigating. Mr C said he did not want us to keep investigating, and we closed our file on the complaint.