

## SPSO decision report

**Case:** 201603795, Lanarkshire NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mrs C complained to us that the board had delayed in diagnosing that she had Crohn's disease (a long-term condition that causes inflammation of the lining of the digestive system). Mrs C had significant symptoms of abdominal pain, diarrhoea and significant and progressive weight loss and had undergone a number of tests arranged by the board in relation to this. No diagnosis was made and Mrs C asked for a second opinion. She was referred to Wishaw General Hospital. Further tests were carried out, but it was not considered that there was evidence to support a diagnosis of Crohn's disease. Mrs C then attended a private hospital, where a diagnosis of Crohn's disease was made. Mrs C told us that a surgeon at the private hospital looked at a scan carried out at Wishaw General Hospital and found that it showed she had an abnormality in her bowel, which had not been identified by the board.

We took independent advice from a gastroenterology consultant and from a consultant radiologist. We found that the investigations carried out by the board in response to Mrs C's symptoms had been appropriate, thorough and timely. Although one of the tests had not been fully completed, it had been reasonable not to repeat the test, as other appropriate tests had been arranged. The scans carried out by the board did not show any significant abnormalities. We considered that the actions of the board had been reasonable and that there was no clear evidence of any failings or undue delays. We did not uphold Mrs C's complaint.