

## SPSO decision report

**Case:** 201703365, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Ms C complained that the board had refused her request for a genital cosmetic surgery procedure.

We took independent advice from a consultant gynaecologist (a specialist in the health of the female reproductive systems). We found that the board had appropriate guidelines in place for consideration of such requests and that Ms C did not meet the criteria for surgery. We did not uphold the complaint.