

## SPSO decision report

**Case:** 201906972, Glasgow City Health and Social Care Partnership  
**Sector:** Health and Social Care  
**Subject:** Clinical treatment / Diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C complained that treatment was provided without their express consent at a clinic. After the treatment was explained to C, C said that they refused to have the treatment, however instead, the clinician attempted to take a biopsy (tissue sample). C also complained that the partnership did not respond to their complaint appropriately by forcing them to accept further treatment and arranging an appointment without their consent.

We took independent clinical advice. We could not find any reliable evidence that demonstrated a biopsy was attempted or taken without C's consent. We concluded that the partnership's response to the complaint was reasonable as they arranged meetings with C to discuss their concerns and took appropriate steps to investigate the complaint. We did not uphold C's complaints.