

Complaint case study (September 2019)

Mr B made a complaint to the Trust about a delay in being provided with results following a CT scan.

Mr B was referred on a cancer pathway and underwent a number of diagnostic tests. When he attended the outpatient clinic, the consultant ordered a further urgent CT scan to further assess Mr B's enlarged adrenal glands. The CT scan was completed on 26 March and by 15 April, Mr B had not received the results. Mr B was unhappy that having been referred on a cancer pathway, 10 weeks later, he was still awaiting a confirmed diagnosis.

Our findings

This complaint was investigated by the Consultant Urologist and Assistant General Manager for Urology.

We explained to Mr B that when he was initially referred to the Trust using the suspected cancer pathway, he was experiencing haematuria (blood in the urine). This was investigated by cystoscopy (examination of the urethra and bladder using a flexible camera) which gave reassuring findings. However, a CT scan taken had shown evidence of kidney stones and a left adrenal nodule which required further investigation.

Apologies were offered that staff had not made contact with Mr B on receipt of his complaint to discuss the second CT scan findings. This had been discussed with the staff involved for their reflection and learning. An appointment was arranged for Mr B to see the consultant in clinic to discuss the results and treatment options available.