

SPSO decision report

Case: 201004195, Fife NHS Board

Sector: health

Subject: clinical treatment; diagnosis

Outcome: some upheld, action taken by body to remedy, no recommendations

Summary

Mrs C complained to the board about aspects of care and communication when her late husband, Mr C, was a patient at Queen Margaret Hospital on three occasions. Mr C had speech difficulties and although he could understand what was being said to him, he had difficulty expressing himself and Mrs C had to assist him. She was concerned about the failure of staff to listen to her concerns that she believed Mr C had contracted clostridium difficile and that he was frequently moved between wards where staff did not know where he was.

We did not uphold the complaint about a delay in diagnosing that Mr C had contracted clostridium difficile, but we upheld a complaint that communication between the staff and Mrs C was inadequate. The board had already accepted there were communication issues and had undertaken to include its importance in staff training.