

SPSO decision report

Case: 201002232, Ayrshire and Arran NHS Board

Sector: health

Subject: clinical treatment; diagnosis

Outcome: not upheld, no recommendations

Summary

Mrs C complained that the clinicians at Ayr Hospital provided inadequate treatment to her late sister (Mrs A) who required cardiac surgery, and that Mrs A should have been transferred to The Golden Jubilee National Hospital for urgent surgery at an earlier date. She also raised issues about poor communication with the family and the way in which the board handled the complaint. After taking advice from one of our medical advisers, we established that Mrs A received appropriate treatment. We also found that the level of communication and complaints handling was adequate.