

SPSO decision report

Case: 201100962, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment; diagnosis

Outcome: not upheld, no recommendations

Summary

Mrs C complained to the board about the treatment her late father (Mr A) received at Inverclyde Royal Hospital from the end of January 2011 until his death in early March.

The complaints included that Mr A had received a lack of continuity of care and treatment; poor communication between staff and the family; a general staff failure to recognise and address Mr A's pain; and poor record-keeping. Our clinical adviser examined Mr A's cardiac history and found that the care and treatment that had been provided was appropriate. The investigation also established that communication with the family was appropriate, Mr A's pain was recognised and addressed and we found no evidence that the standard of record-keeping was inadequate.