

SPSO decision report

Case: 201100448, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that the treatment he received in hospital for his broken arm failed to take full account of an existing arthritic condition in his shoulder. He felt that this was the reason that the bone did not heal. He also complained that the board did not provide information about whether a support group existed for sufferers of his condition.

We investigated the complaint and took specialist medical advice. We found that Mr C's medical notes showed that each time he was seen, clinicians were fully aware of his existing condition and made their recommendations for his treatment in this knowledge.

Our adviser confirmed that Mr C's treatment was entirely appropriate for the symptoms with which he presented. We also found that, regardless of his suspicion, a longer period of immobilisation would not have been beneficial. On the issue of locating a support group, our adviser confirmed that it would be for Mr C's GP, not the hospital, to recommend such a group, should one exist.