

SPSO decision report

Case: 201103578, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment; diagnosis

Outcome: upheld, recommendations

Summary

Mr C, an advocacy worker, complained on behalf of Mr A that his condition was not properly diagnosed and that he was prescribed a named drug inappropriately. He alleged that the consultant concerned had been dismissive and did not review Mr A again as promised.

We obtained advice from one of our medical advisers, who considered Mr A's clinical records. We established that the assessment of Mr A and his treatment were appropriate, as was the drug prescription given to him. However, we also found that follow-up arrangements were far too lengthy given Mr A's presenting symptoms, which were progressive. Our adviser said that arrangements should have been made sooner given that Mr A's symptoms were unresolved and that the results of a procedure at the hospital required evaluation.

Recommendations

We recommended that the board:

- offer Mr A an apology for their failure to review him at an earlier date; and
- the consultant review his follow-up practice in similar circumstances.