

SPSO decision report

Case: 201300526, Lanarkshire NHS Board

Sector: health

Subject: clinical treatment / diagnosis

Outcome: no decision reached

Summary

Mr C complained about the care and treatment provided to his friend (Mr A) in the accident and emergency department of a hospital, and cardiac nurse follow-up after surgery.

After submitting his complaint, Mr C contacted us to say that Mr A was satisfied with the care he was now receiving and his recovery was progressing. Mr C also said that hospital staff had alleviated Mr A's concerns and reassured him that lessons had been learned. Because of this, Mr C withdrew his complaint and we closed our file, as no further action was needed.