

SPSO decision report

Case: 201400714, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: complaints handling
Outcome: not upheld, no recommendations

Summary

Mr C complained that the board had failed to carry out an appropriate investigation into his concerns about his daughter (Miss A)'s treatment in Stobhill Hospital. His concerns included a lack of information from staff about matters affecting Miss A; inappropriate behaviour and actions of staff; and staff not displaying their name badges.

We found that the board had treated Mr C's concerns seriously, had made appropriate and detailed investigations into them and had provided him with a reasonable response. The board explained that at times staff name badges may not be visible and that they had reminded staff of their responsibilities in that regard.