

SPSO decision report

Case: 201400851, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: complaints handling
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained on behalf of his wife (Mrs C) that the board did not adequately demonstrate that they had taken remedial action in response to his complaint. Mrs C was taken to Glasgow Royal Infirmary because her GP thought she might have had a stroke. Mr C told us that his wife arrived there at approximately 20:00, and lay on a trolley with no attention until 04:00 when she was seen by a doctor. Mr C also told us that his wife was x-rayed and admitted to a ward at 07:00, eleven hours after she arrived at the hospital. Mr C said he was satisfied that the board had investigated his complaint but, given the seriousness of his wife's condition, he wanted an assurance that their procedures and attitudes had changed for the better.

We considered the information provided by Mr C and the board, and took independent advice from one of our medical advisers. We found that the board did take the remedial action to which they committed when they responded to Mr C's complaint. They had reviewed staffing levels, implemented a consultant evening shift in the relevant department and discussed the matter with hospital staff and reminded them of the need to transfer patients from trolleys to beds as soon as possible. We were satisfied that the information in the board's response was reasonable and that they had done what they said they would.