

## SPSO decision report

**Case:** 201401429, Greater Glasgow and Clyde NHS Board

**Sector:** health

**Subject:** record-keeping

**Outcome:** not upheld, no recommendations

### Summary

Mrs C wrote to the board on a number of occasions seeking clarification and information about a wide range of issues arising from her medical records. Mrs C said that the board failed to carry out a full investigation of her records and, as a result, she had become very anxious about any future care she may need.

After taking independent advice from one of our medical advisers, we found that the board's explanations were reasonable. There was no evidence of Mrs C having a significant diagnosis or condition that the board failed to disclose, or that they failed to address a significant medical issue. We found that they had carried out a full investigation into her complaint.