

## SPSO decision report

**Case:** 201401556, Grampian NHS Board  
**Sector:** health  
**Subject:** communication / staff attitude / dignity / confidentiality  
**Outcome:** upheld, action taken by body to remedy, no recommendations

### Summary

Ms C and her partner (Mr C) complained to us about the failures in communication from staff at Aberdeen Maternity Hospital following the death of their baby. The failures included a lack of postnatal checks; being given a damaged keepsake memory box; a failure to inform their GP of the circumstances; appointment letters for baby checks sent following the baby's death; and delayed contact by the community obstetric team.

The board had apologised to Ms C and Mr C and had taken action in an effort to prevent a repeat occurrence happening to another family. We gave the case considerable consideration and upheld the complaint. However, we were satisfied that as the board had apologised and had taken appropriate action following the complaint by amending procedures, no additional recommendations were required.