

## SPSO decision report

**Case:** 201505394, Greater Glasgow and Clyde NHS Board  
**Sector:** health  
**Subject:** communication / staff attitude / dignity / confidentiality  
**Outcome:** not duly made or withdrawn, no recommendations

### Summary

Mr C complained about the interactions with him by a therapist at the board. However, we were unable to investigate these because the information about those interactions was contained in the medical records of the patient, who was Mr C's son. The age of Mr C's son meant that he (his son) needed to give us consent to obtain his medical records; however, we were unable to obtain his son's consent. That meant we had no prospect of establishing the facts about Mr C's complaint or reaching a conclusion on it, and in the circumstances we had to close the complaint without investigation.