

SPSO decision report

Case: 201507966, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, no recommendations

Summary

Ms C, an advice worker, complained to the board about immunisations given to the child of her client (Ms A) by the community nursing team. The child had been given additional vaccinations on two occasions and the staff had failed to keep accurate records. Although the board upheld the complaints, Ms A felt they had not taken her concerns seriously.

We took independent nursing advice. The adviser found that vaccination errors had occurred but that the board had carried out a detailed investigation into the causes and that appropriate action had been taken to prevent a repeat occurrence. We upheld Ms C's complaints but made no additional recommendations.