

## SPSO decision report

**Case:** 201600389, Greater Glasgow and Clyde NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, recommendations

### Summary

Mrs C complained on behalf of her sister (Ms A). Ms A attended at A&E at Queen Elizabeth University Hospital as she had slumped to the side and had facial weakness. She was discharged with a diagnosis of 'non-organic causes'. Four days later Ms A re-attended the hospital following referral by her GP and at this point was diagnosed with having had a stroke. Mrs C complained that no scan had been carried out on Ms A's first presentation at A&E and that had it been, the stroke may have been diagnosed earlier. Mrs C also complained that staff had relayed to the family that Ms A's symptoms were possibly due to drug or alcohol consumption.

During our investigation we obtained independent medical advice. We found that appropriate tests and assessments had been carried out on Ms A during her first presentation at A&E and that her medical history had been reasonably taken into account. We found that a scan was not clinically indicated at this point and that the likely diagnosis of non-organic causes was reasonable. Overall we found the care and treatment was reasonable. We were, though, critical that staff had relayed to the family that Ms A's symptoms were possibly due to drug or alcohol consumption, however we noted that the board had previously apologised for this. We did not uphold this complaint, but we made a recommendation.

### Recommendations

We recommended that the board:

- draw to the attention of A&E staff the importance of not discussing possible causes of symptoms with family whilst investigations within the department are ongoing.