

SPSO decision report

Case: 201604431, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Ms C, an advocacy and support worker, complained to the board on behalf of her client (Mrs A) who was admitted to Glasgow Royal Infirmary with a urinary tract infection and was prescribed an antibiotic to take at home. Mrs A was readmitted to hospital some months later with a kidney injury, as a result of sepsis and dehydration. On her initial admission to the hospital, Mrs A was already on medication for high blood pressure and she felt the antibiotic should not have been prescribed.

We took independent medical advice. We found that it was not unreasonable to have prescribed the antibiotic in view of Mrs A's previous medical history. We also found that clinical staff had given advice that Mrs A should seek a further clinical opinion should her symptoms worsen. We therefore did not uphold Ms C's complaint.