

SPSO decision report

Case: 201604728, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: communication / staff attitude / dignity / confidentiality

Outcome: not upheld, no recommendations

Summary

Mr C complained that when he underwent a scan to establish whether there was evidence of gallbladder disease, a finding of atelectasis (collapse of small airway) was noted on the report. However, the finding was not brought to Mr C's attention or that of his GP and Mr C wondered whether the atelectasis required attention or was the cause of his health problems.

The board explained that the finding was not related to the purpose of the referral for the scan. They said that it was an incidental finding related to Mr C's respiratory problems, which were already being treated by the respiratory department.

We took independent clinical advice. We noted that the atelectasis was a finding of no consequence and would not normally require further action. We therefore did not uphold Mr C's complaint.