

## SPSO decision report

**Case:** 201607896, A Medical Practice in the Greater Glasgow and Clyde NHS Board area  
**Sector:** health  
**Subject:** continuing care  
**Decision:** not duly made or withdrawn, no recommendations

### Summary

Mrs C complained that the treatment the board provided to her son (Mr A) was not of a reasonable standard. The board carried out investigations about the role of their staff in the complaint. They found that Mrs C had not advised the board's staff of concerns about her son's health, and had only notified Mr A's social worker. Mrs C subsequently accepted that there was no complaint to pursue against NHS staff, and the investigation with our office was not taken any further.