

SPSO decision report

Case: 201702837, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained that the board had failed to provide her with reasonable treatment at the Ear, Nose and Throat (ENT) service at Inverclyde Royal Hospital in relation to her balance problems. Mrs C considered that the problem was being caused by fluid in the tubes in her ears. She was referred to a number of clinicians in the ENT service, but they were unable to establish what was causing her balance problems.

We took independent advice from an ENT consultant. We found that staff in the ENT service had carried extensive tests and there was no evidence that Mrs C's balance problems were being caused by fluid in the tubes in her ears. Mrs C felt that some tests had not been carried out because of her age and because of cutbacks. We found that there was no evidence of this and we found that the investigations carried out by the board into the problem had been reasonable and appropriate. In addition, there had not been any unreasonable delays in carrying out the tests. In view of all of this, we did not uphold Mrs C's complaint.