

SPSO decision report

Case: 201703368, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

Mr C complained about the care and treatment his late mother (Mrs A) received at Queen Elizabeth University Hospital. Mrs A suffered from kidney failure. Mr C complained that her high blood pressure was not properly managed and that the care and treatment provided to her during three hospital admissions was not of a reasonable standard.

We took independent advice from a consultant nephrologist (a consultant who specialises in the kidneys). We found that Mrs A's blood pressure was managed appropriately, and that the care and treatment provided to her when she was an in-patient was reasonable. We did not uphold these aspects of Mr C's complaint.

Mr C also complained that a nurse did not provide him with an appropriate level of information when notifying him of his mother's admission to hospital. Based on the evidence available, we found that the level of information provided to Mr C was appropriate. We did not uphold this aspect of Mr C's complaint.