

SPSO decision report

Case: 201703875, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C, a solicitor, complained on behalf of his client (Mr A) about the care and treatment he received at West Glasgow Ambulatory Care Hospital. Mr A was suffering from heart problems and was seen by a consultant cardiologist (a doctor who specialises in finding, treating and preventing diseases of the heart and blood vessels) and it was decided that no further investigations were appropriate. Mr C said that although Mr A continued to experience heart and chest pain, the board failed to take his concerns seriously and refused unreasonably to offer him appropriate treatment.

We took independent advice from a consultant cardiologist. We found that it was appropriate for the board not to investigate Mr A further as doctors had assessed the risks and benefits of more investigations and concluded, based on a number of points, that he should not be offered more. It was also noted that further cardiac investigations carried risks and could result in complications. We found that it was appropriate for no further tests to be carried out unless there was a solid indication to do so. Therefore, we did not uphold Mr C's complaint.