

SPSO decision report



Case: 201708567, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained about the medical care and treatment her late mother (Mrs A) received when she attended the emergency department at Queen Elizabeth University Hospital. Mrs C said that no blood or blood gases tests were carried out before Mrs A was discharged.

We took independent advice from a consultant in emergency medicine. We found that there had been no indication to carry out blood or blood gases tests when Mrs A had attended the emergency department and that the care and treatment she received had been reasonable. Therefore, we did not uphold the complaint.