

SPSO decision report

Case: 201805122, Dumfries and Galloway NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the lack of pain relief provided to his late mother (Mrs A) and that she did not have a regular doctor who saw her during her admission to Castle Douglas Hospital. Mr C also complained about the board's communication with him about the decline in his mother's condition.

We took independent advice from a nursing adviser. We found that Mrs A's pain was assessed appropriately during her admission and the pain relief provided to her was reasonable. Mrs A was reviewed by doctors during her admission and the input from medical staff was reasonable. We also found that the board's communication with Mr C was reasonable. Therefore, we did not uphold the complaints.