

SPSO decision report



Case: 201805359, 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 treatment he received from the board, when he was referred for the provision of a specialist prosthetic (artificial substitute or replacement of a part of the body). Mr C had to travel a long distance and attend a number of consultations because he had problems with the prosthetic which had been provided and it failed to fit his limb properly, and was out of alignment.

We took independent advice from an adviser. We found that the staff had listened to Mr C's concerns and made a number of attempts to provide him with a satisfactory fit for the prosthetic but they were unable to meet his needs. We did not uphold the complaint.