

SPSO decision report



Case: 201809373, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: Health

Subject: clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

C complained about the care and treatment they received from the board during their admissions to Royal Alexandra Hospital and the board's communication with them during and after admission.

C considered that staff did not take into account their medical history or presenting symptoms and failed to offer appropriate treatment or consult relevant medical professionals. C also considered that the board failed to communicate reasonably with them in that staff were dismissive and patronising. C said that they were not given information as available and staff presented as reluctant to provide information. Furthermore, C considered that communication following discharge was unreasonable as C stated that they had been told that a member of staff from the board would contact them with follow-up but C received no further contact.

We took independent advice from advisers in the areas of emergency medicine and general surgery. We found that there had been no failures in the care and treatment provided to C. We found that C received reasonable care and treatment; in particular, their medical history and presenting symptoms were fully considered and appropriate treatment provided.

We found that there was no evidence to support C's assertion that the board's communication with them was below the standard that would have reasonably been expected.

Therefore, we did not uphold C's complaints.