

Case: 201002957, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: health

Subject: complaints handling

Outcome: some upheld, recommendations

Summary

Ms C suffers from Graves or Thyroid Eye Disease which is a complex and devastating condition. She complained that after 2007 her care and treatment was poor and likened it to a 'production line'. She alleged that she had been examined and discharged without comment from either medical or nursing staff and that her condition has never been discussed with her. She maintained that there was no proper appreciation of her condition and its consequences and that little information has ever been made available to her. She also complained that she was incorrectly diagnosed with dry age related macular degeneration but this since turned out to be incorrect. She did not receive an apology. She also complained that when she submitted a complaint to the board, they failed to adhere to her request to keep some information confidential and delayed in responding.

While we did not uphold most of Ms C's complaints, we did find that she was misdiagnosed with age related macular degeneration and she was not adequately supported in relation to this. We made one recommendation to redress this failing.

Recommendation

We recommended that the board:

- apologise to the complainant for the confusion surrounding her diagnosis of dry age related macular degeneration.