

SPSO decision report

Case: 201404119, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Ms C complained to the board about the lack of clinical supervision which was provided to her late daughter (Miss A) by clinicians at Yorkhill Hospital. Miss A had a number of complex medical conditions and had had repeated hospital admissions over the years. When Miss A showed signs of deterioration during the latest admission, Ms C felt that staff showed a lack of urgency and that there appeared to be a lack of senior clinician involvement in her care. The board said that Miss A was appropriately supervised by senior clinicians although they apologised that communication with Miss A's family about her chances of survival could have been improved. We took independent medical advice from a specialist in paediatric intensive care who reviewed Miss A's medical records and was satisfied that the standard of senior clinician input into Miss A's medical treatment was of an appropriate standard. We did not uphold the complaint.