

SPSO decision report

Case: 201700589, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C, who works for an advocacy and support service, complained about the care and treatment provided to her client's late father (Mr A) at the Southern General Hospital. Mr A had terminal cancer and other serious conditions, including heart failure. Mr A was admitted to the hospital after becoming unwell following chemotherapy. Ms C complained that the medical care he received for his complex presentation was unreasonable and highlighted concerns about him being given penicillin when his medical records noted he was allergic to this antibiotic. Ms C also complained that nursing staff had not treated Mr A with dignity and respect, and that staff communication with the family had been unreasonable.

We took independent advice from a consultant physician and geriatrician (a doctor who specialises in medicine of the elderly). We found that the medical care provided to Mr A had been reasonable for his condition and that he had not been allergic to penicillin. We did not uphold this aspect of the complaint.

We also took independent advice from a nursing adviser. We found that the nursing care provided to Mr A was reasonable and that there was no evidence that he was not cared for in a dignified manner. Consequently, we did not uphold this part of the complaint.

We found that there was evidence of reasonable communication with the family in the records. We did not uphold the complaint about communication with Mr A's family.