

SPSO decision report



Case: 201900718, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C, an advocacy worker, complained to us on behalf of his client (Mrs B) about the care and treatment the board provided to Mrs B's son (Mr A). Mr A was a patient at a clinic within the board area, when he experienced what appeared to be a seizure. Mr C complained about how the board responded to this, and in particular, that they delayed in taking action and failed to recognise the seriousness of Mr A's condition.

We took independent advice from both an adviser in general medicine and in psychiatry. We found that Mr A's clinical presentation did not suggest it was an emergency situation or that he was at serious risk. We found that the duty doctor assessed Mr A within a reasonable timeframe and managed his condition appropriately. We did not uphold the complaint.