

SPSO decision report



Case: 201901753, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained to us about the care and treatment he received when he attended the out-of-hours service at Stobhill Hospital. Mr C had undergone a shoulder operation at the hospital on the previous day and was discharged that afternoon. He returned to the hospital on the following day, as he was in pain. He said that he had also been unable to urinate. He saw a doctor but complained that they did not examine him or take a sample and he was told to go home and make an appointment to see his GP if he did not feel better within two days. Mr C said that he was in pain for the next two days and vomited blood. When he saw his GP, he was rushed to hospital and a catheter was fitted, which drained two litres of fluid.

We took independent advice from a GP. We found that the examinations and the assessments carried out when Mr C attended the out-of-hours service had been reasonable. Urinary retention can develop over time and there was no evidence that Mr C had urinary retention when he presented at the out-of-hours service. We considered that the care and treatment provided to Mr C had been reasonable and we did not uphold the complaint.