

SPSO decision report



Case: 202003950, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained to us about the medical and nursing care their late parent (A) received. A attended hospital for a bronchoscopy (a procedure to look directly at the airways in the lungs using a thin, lighted tube) and a biopsy (a medical test to determine the presence or extent of disease). A became unwell and was admitted. The biopsy result confirmed that A had cancer. It was considered A was not fit for treatment and a palliative approach to care was recommended. A's condition worsened and they died in hospital.

C complained about aspects of A's care and treatment. C also complained about the communication from medical staff. The board did not uphold C's complaint but apologised because they felt that communication had been poor. C remained unhappy and escalated the complaint to us.

We took independent advice from a specialist in general medicine and in acute nursing. We found that A's care and treatment was reasonable. We also found that the communication with C and A was reasonable. Therefore, we did not uphold C's complaints. However, we did provide the board with feedback on telephone updates to patient's families.