

**Case:** 201001246, Greater Glasgow and Clyde NHS Board  
**Sector:** health  
**Subject:** clinical treatment; diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who had a history of surgery for colon cancer and treatment for depression and anxiety, had a heart attack. He was admitted to hospital for treatment, and transferred to another hospital for surgery. After surgery, Mr C was transferred back to the first hospital before being discharged around two weeks later. Mr C then had a number of consultations with staff from cardiology, and was seen on a regular basis by a heart failure nurse. Mr C developed a form of anaemia and a condition called myelodysplasia (an abnormality of the bone marrow, resulting in a lack of healthy blood cells). Hospital staff also investigated Mr C for a possible lung tumour, but scans did not confirm this. Mr C had eight admissions to hospital in nearly two years, until his general condition deteriorated and he died.

Mr C's wife, Mrs C, complained about: the follow-up care for Mr C's heart attack; the care Mr C received for his anaemia and myelodysplasia; coordination between different hospital departments in treating Mr C's various medical conditions; how hospital staff explained things to her and her husband; and how the board handled her complaint. We looked at Mr C's clinical records and took advice from three of our professional clinical advisers. We found that the care and treatment Mr C received was appropriate, that staff had explained things to Mr C, and the board had dealt properly with Mrs C's complaint.