

Case: 201003984, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: clinical treatment; diagnosis
Outcome: some upheld, no recommendations

Summary

Mr C complained about the treatment his adult daughter, Ms A, received at the Glasgow Southern General Hospital and a local Physical Disability Rehabilitation Unit following a diagnosis of thymus cancer. Mr C had numerous concerns in that Ms A was discharged from hospital in February 2010 with an inadequate care package and that in November 2010, Ms A was told she also had Neuromyelitis Optica (NMO) and her medication was altered. Mr C wondered how the NMO was missed in February 2010 and believed that this had resulted in a serious lapse in Ms A's condition.

We found that in general the treatment which Ms A received was of a reasonable standard and although there was a delay in the diagnosis of NMO this did not affect the treatment regime. While we upheld some of the complaint, we did not find that that board had failed to provide Ms A with suitable on-going care and that a comprehensive care package was in place.