

## SPSO decision report

**Case:** 201200250, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** health  
**Subject:** communication, staff attitude, dignity, confidentiality  
**Outcome:** not upheld, no recommendations

### Summary

When Miss C was admitted to a ward for a mental health assessment, she was unhappy with the attitude and conduct of a nurse. She complained that the nurse had shouted at her and that she had to ask other staff to intervene. The board responded to the complaint, saying that staff recollections differed from Miss C's recollections, but that all staff members involved agreed that she had been distressed and a situation had developed. Miss C was dissatisfied with the board's investigation into her complaint.

We explained to Miss C that we would not consider her complaint about the nurse's conduct as this was open to differing interpretations of those involved and there was an absence of independent witnesses. We did consider whether the board's investigation was adequate, and found that there was evidence that the relevant staff had been interviewed and provided statements.