

SPSO decision report

Case: 201603361, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: admission / discharge / transfer procedures
Decision: not upheld, no recommendations

Summary

Miss C complained about the care and treatment provided to her mother (Mrs A) at Queen Elizabeth University Hospital. Mrs A was admitted with back pain and faecal incontinence and was discharged after three days. Two days later, Mrs A was admitted to another hospital where she died three days after her admission. Miss C complained that her mother's discharge from Queen Elizabeth University Hospital had been inappropriate.

We took independent advice from a consultant orthopaedic surgeon, a consultant neurosurgeon, and a consultant gastroenterologist. The advice we received from the orthopaedic adviser was that the orthopaedic team caring for Mrs A had carried out all reasonable and appropriate tests and investigations during her admission, which included obtaining advice from the neurosurgery team. Mrs A had been assessed appropriately before discharge to ensure it was safe for her to go home.

The neurosurgery adviser did not identify any failings on the part of the neurosurgery team in the advice they gave to the orthopaedic team.

We also sought advice from a gastroenterology consultant, given that Mrs A's liver function test results were found to be abnormal. The advice we received was that the test results had been discussed appropriately with Mrs A's GP. It was established they had not worsened since previous tests and an out-patient referral had already been arranged. The decision to discharge Mrs A was reasonable.

Taking account of the evidence and the advice we received, we did not uphold Miss C's complaint.