

SPSO decision report

Case: 201604853, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: upheld, no recommendations

Summary

Ms C complained on behalf of her aunt (Mrs A) about the clinical treatment she received when she attended the emergency department at the Queen Elizabeth University Hospital following a fall. Ms C complained that the board failed to investigate and treat Mrs A's head injury and that the board unreasonably failed to diagnose a shoulder injury.

We took independent advice from a consultant in emergency medicine. We found that the board had not identified that Mrs A had fractured her shoulder. Prior to our investigation, the board had apologised for this and had taken action to address the error. We also found that, although an error had occurred in relation to identifying Mrs A's shoulder injury, overall the care and treatment she had received had been reasonable. In view of the failing to identify the shoulder injury, we upheld the complaint. However, as the board had accepted this failing and had already taken action to address this, we made no further recommendations.