

SPSO decision report



Case: 201802926, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Ms C complained that the care and treatment provided to her late mother (Mrs A) was inadequate. Mrs A died following a short admission to hospital, following emergency surgery. Ms C was specifically concerned that Mrs A had been diagnosed correctly early in her admission to hospital, but that this had not been properly acted upon. Ms C also suggested that surgery should have been performed earlier and that this had contributed to Mrs A's death. Ms C said that the subsequent morbidity and mortality meetings investigating Mrs A's death had not been appropriately carried out, as they had not identified the reason for her admission correctly.

We took independent medical advice from a consultant gastroenterologist (a doctor specialising in the treatment of conditions affecting the liver, intestine and pancreas). We found that Mrs A had been suffering from a condition which was difficult to diagnose and which shared symptoms with a number of conditions. Mrs A had been given a differential diagnosis, and although this included the condition she was suffering from, it was not accurate to say that she had been conclusively diagnosed early in her admission. We concluded that the process of diagnosis had followed the correct procedures, and that the test result which could most reliably diagnose her condition was inconclusive. Mrs A had undergone surgery within a reasonable timeframe. The morbidity and mortality meetings had reflected on the condition Mrs A had been suffering from, rather the reason her GP had referred her to hospital. We concluded that Mrs A's care and treatment had been reasonable and, therefore, did not uphold the complaint.