

## SPSO decision report



**Case:** 202502009, Greater Glasgow and Clyde NHS Board - Acute Services Division  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C complained that they were inappropriately triaged at A&E because sepsis had not been considered, their symptoms and history were not accurately recorded and medication was not appropriately considered. C felt extremely unwell after taking medication for alopecia, attended the A&E and were triaged within one hour. An allergic reaction was considered, observations were taken and cocodamol was administered. C was categorised as a priority level 3 for urgent but stable conditions, which should be seen within one hour. C was advised that they may have to wait seven hours as the A&E was busy. C left the A&E as they felt too unwell to wait. They were returned to hospital the following evening, by ambulance, with sepsis and blood clots in their lungs.

The board advised that C was correctly prioritised according to the observations and symptoms recorded at the time. They advised that a nurse in charge would check patients during their waiting time and re-categorise as necessary. They also advised that more detailed checks and tests would be done at the point of medical assessment. We found that the triage process was in line with guidance and that the categorisation was correct. However, we noted that the blood pressure reading was high and should have been rechecked. We also noted that the extended waiting time for triage and medical assessment was not in line with guidance.

On careful balance, we found that the triage process was reasonable because C was correctly categorised. We acknowledged that if C had waited, further review and medical assessment would have taken place. We did not uphold the complaint.