

SPSO decision report



Case: 201003009, Lothian NHS Board
Sector: health
Subject: policy/administration
Outcome: some upheld, recommendations

Summary

Mrs C was unhappy about the process used by the Board to when deciding to put a drop-in community mental health service out to tender. She complained that the consultation exercise was inadequate, a report was flawed and that there was inadequate consideration of the matter at the meeting that decided to re-tender for the service. Our investigation found that the consultation had been appropriately carried out and that users themselves were consulted. We did, however, find that the report contained an inaccuracy.

Recommendation

We recommend that Lothian NHS Board remind relevant staff to check the accuracy of reports prior to them being finalised.