

SPSO decision report



Case: 201005157, Tayside NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that Tayside NHS Board's out-of-hours GP service refused to visit him when he had kidney stones, a very painful condition. Our investigation revealed that weather conditions at that time were such that police and weather forecasters were advising motorists not to travel unless absolutely necessary, and that the board's four-by-four out-of-hours vehicles were having great difficulty. The board said that, after careful thought, they had decided not to attempt home visits unless absolutely essential. As Mr C's own medical practice was due to open about half an hour after the call (when the out-of-hours GP service would, therefore, be closing for the day), it was also considered that someone from the medical practice would be able to reach Mr C earlier than the out-of-hours service. Given all the circumstances, including Mr C's medical condition, we considered the board's decision had been appropriate.