

Case: 201100720, Lanarkshire NHS Board
Sector: health
Subject: appointments/admissions (delay, cancellation, waiting lists)
Outcome: upheld, action taken by body to remedy, recommendations

Summary

Mrs C complained to the board about the delays encountered when she took her mother, Mrs A, to the Plastic Surgery Clinic at Wishaw General Hospital. Mrs C said that at recent appointments her mother had to wait over an hour from her scheduled appointment time to be seen and although the clinic ran until 13.00, patients did not arrive for appointments after about 11.00. Mrs C felt that the scheduled appointment times could be spread about more and this would cut down on the waiting times. The investigation revealed the board had taken action to keep the appointment times under review, but we found that there was also a problem with the consultant arriving at the hospital for the scheduled start time and this contributed to the delays.

Recommendation

We recommend that Lanarkshire NHS Board:

- take action to ensure that the consultant is able to attend the plastic surgery clinic at the scheduled start time.