

SPSO decision report

Case: 201004696, Western Isles NHS Board
Sector: health
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C lives next to a hospital. The local NHS board decided that an existing dental practice was not fit for purpose and decided to apply to the local authority for planning consent to develop a new dental teaching and treatment facility within the grounds of the hospital. Mr C complained that at meetings with residents in June and September 2009, board officers and their agents misled residents about their proposals and the changes they would incorporate prior to submitting an application for planning consent. He also complained that in implementing their planning consent, the board's contractor deviated from approved plans to the detriment of residents and failed to incorporate assurances previously given to them.

Our investigation found no evidence of maladministration and we did not uphold the complaints.