

SPSO decision report

Case: 201102106, Borders NHS Board
Sector: health
Subject: policy/administration
Outcome: not upheld, no recommendations

Summary

Mr C complained that the board failed to reimburse his travel expenses in respect of two appointments at a hospital in England in June and October 2010. Our investigation found that the board had in fact arranged and paid for Mr C's travel in June, but that he had chosen to make alternative and unnecessary arrangements for another date. We considered that it was reasonable for the board not to reimburse Mr C's expenses in those circumstances. With regard to the October appointment we found that the board had told Mr C before he travelled that they did not support this treatment and would not refund his expenses. As travelling expenses require the approval of the board we did not uphold this complaint.