

SPSO decision report

Case: 201103887, Forth Valley NHS Board
Sector: health
Subject: policy/administration
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained about the board's decision to relocate the pain management clinic at a hospital. He said that the previous location for the clinic was more accessible for him and because of the relocation he now faced a journey time of over eight hours for a 15 minute appointment. In response to Mr C's complaint, the board suggested alternative means by which he could attend the clinic but he did not feel they were appropriate. He felt the board had not taken into account his health needs when making the decision to relocate the clinic and complained to us.

We explained that health boards have the authority to take decisions about where to site services within their area. We found that in an effort to address Mr C's concerns, the board had offered Mr C reasonable solutions in order that he could access the clinic where his condition could be assessed. This included information about public transport links and the availability of patient transport services. In addition, the board also offered to pay for a taxi fare for his next appointment but said that the matter would be kept under review. The board also suggested that to avoid the need for travelling, Mr C could have a telephone consultation. We concluded that the board had taken appropriate action to assist Mr C and did not uphold the complaint.