

SPSO decision report

Case: 201104097, NHS 24
Sector: health
Subject: admission, discharge and transfer procedures
Outcome: not upheld, no recommendations

Summary

Ms C complained that NHS 24 refused to send an emergency ambulance to take her to hospital but instead referred her to the local out-of-hours service. She said that this was despite her step-daughter and her requesting an emergency ambulance.

Having obtained the recordings of the telephone calls during our investigation, however, it was clear that Ms C and her step-daughter did not request an ambulance nor did they raise objections to being advised to visit the local health centre.

We did not uphold this complaint.