

SPSO decision report

Case: 201103498, NHS 24
Sector: health
Subject: appointments/admissions (delay, cancellation, waiting lists)
Outcome: no decision reached

Summary

Mr C told us that when his wife (Mrs C) became very unwell, he rang NHS 24. He explained her symptoms and told the operator that Mrs C had just completed in vitro fertilisation (IVF) treatment. He said that an hour passed and there was no return call from NHS 24, so he rang again and was told someone would call soon. Another hour passed and Mr C phoned again. He said he was again told someone would call soon. Another 30 minutes passed and having still had no contact from NHS 24 Mr C phoned again, but again they did not offer help.

Mr C said he then took his wife to a hospital accident and emergency unit. He said that they received a call-back from NHS 24, but this was three hours after his original telephone call. Mr and Mrs C were upset that it took so long for NHS 24 to return his calls for assistance.

Before we could look into Mr C's complaint, we needed more information from him. As we did not receive the requested complaints information, we were unable to reach a decision on his complaint.