

SPSO decision report

Case: 201200735, Lanarkshire NHS Board
Sector: health
Subject: complaints handling
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C, who is a prisoner, complained that the board unreasonably delayed in providing dental treatment. Although Mr C was waiting to see a dentist before the board took over responsibility for prison healthcare in November 2011, he did not bring the matter to their attention until May 2012. He was seen the following month and the board explained the steps they had taken to reduce waiting times for dental treatment. We considered this reasonable and did not uphold the complaint.