

## SPSO decision report

**Case:** 201202313, NHS National Services Scotland  
**Sector:** health  
**Subject:** communication; staff attitude; dignity; confidentiality  
**Outcome:** some upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained that it took too long to deal with a treatment plan proposed by his dentist. Mr C thought that the treatment time guarantee applied and had been exceeded. However, we found that at the time of Mr C's complaint the treatment time guarantee was not in force and did not apply. We also found that his treatment plan was progressed within a reasonable timescale.

Mr C also complained that a phone call was poorly handled. We upheld this complaint because the board had acknowledged and apologised for providing incorrect information during the phone call.