

SPSO decision report

Case: 201204111, Fife NHS Board
Sector: health
Subject: complaints handling
Outcome: upheld, no recommendations

Summary

Mr C complained about the time the board took to provide him with tests, referrals and a diagnosis. He was concerned that every time he was referred for tests or treatment he was placed back on the waiting list. He was of the view that the board failed to meet their obligations in terms of the required waiting times.

We found that the board's initial referral exceeded, by a few days, the 18 week NHS 'treatment to referral time' standard. A subsequent referral for an MRI scan (a scan used to diagnose health conditions that affect organs, tissue and bone) also exceeded this timescale, so we upheld the complaint. As the board had, however, already apologised to Mr C for the delay and taken steps to try and avoid similar future failures, we did not make any recommendations.