

SPSO decision report

Case: 201302062, Lothian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, no recommendations

Summary

Mr C complained that the board had not provided him with written confirmation of his blood test results. When he attended hospital, he had undergone a test for deep vein thrombosis (DVT), but the copy of his results that he had obtained did not mention this. After he contacted the board to complain, they sent him a further copy of his test results but again there was no indication that the test for DVT had been performed.

During our investigation, we established that there are two methods of reporting test results, one of which contains fuller information than the other. Unfortunately, Mr C had not been provided with the full version. The board asked that we apologise to Mr C on their behalf, and told us that they had reminded staff of their responsibilities in this respect. We also provided Mr C with a full copy of the test results.