

SPSO decision report

Case: 201302502, Highland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not duly made or withdrawn, no recommendations

Summary

Ms C complained about the care, treatment and diagnosis she received from the board. She raised concerns about the board's consultation with a family member, their refusal to provide her with a second opinion and a doctor at the board divulging information about her at multi-agency meetings without her consent.

During the early stages of our investigation of the complaint, Mrs C advised us that her GP had arranged for the board to provide her with a second opinion. As this was the outcome Mrs C had been seeking, we closed her complaint.