

SPSO decision report

Case: 201305064, Tayside NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not duly made or withdrawn, no recommendations

Summary

Mr C, who is a prisoner, complained that the health centre at his prison did not provide appropriate treatment for his difficulties in coping with a recent bereavement, which included lack of sleep. To investigate this complaint, we needed Mr C's written consent for us to get his medical records. We asked for this and reminded him about it, but Mr C did not provide consent. We, therefore, closed his complaint as we could not carry out an investigation without it.