

SPSO decision report

Case: 201305577, Ayrshire and Arran NHS Board
Sector: health
Subject: policy / administration
Outcome: not upheld, no recommendations

Summary

Mr C complained that he had raised concerns with the board about the service provided by his local community pharmacy, and that he was dissatisfied with their response. We did not, however, uphold his complaint as we found that the board treated Mr C's concerns seriously. They spent a considerable amount of time trying to resolve them and sent him comprehensive responses, after seeking advice from appropriate sources both internally and externally.