

SPSO decision report

Case: 201400650, Grampian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

A Getting It Right For Every Child meeting (a meeting with multi-agency representatives in attendance to share information and to identify any potential risks or concerns) was held to discuss the welfare of Mr C's children. He complained that it was improperly convened and did not adhere to relevant protocols. He specifically complained about the actions of a health visitor who worked for the board and convened the meeting. He was unhappy that he had been excluded from the meeting.

We investigated the complaint and took independent advice from an experienced health professional. We found that the health visitor concerned (and, accordingly, the board) acted reasonably and that appropriate guidance was followed. We did not uphold Mr C's complaint.