

SPSO decision report

Case: 201403582, Tayside NHS Board
Sector: health
Subject: complaints handling
Outcome: some upheld, no recommendations

Summary

Mr C told us that when he attended Ninewells Hospital after he was referred by his GP he was told on arrival by a doctor that he should be at a different hospital. He said that another doctor then arrived in the waiting area, apologised for the mix-up and referred him to the phlebotomy department (which deals with taking blood samples). Mr C wrote to the board to complain about the conduct of staff on duty whilst he was at the hospital. Mr C disagreed with the board's response that the staff concerned could only remember limited information, and brought his complaint to us.

We did not take Mr C's complaint about staff conduct any further as there was no way for us to independently verify the truth of statements given.

We upheld Mr C's complaint about the board's handling of his complaint as we found the board failed to deal properly with Mr C's complaint about staff conduct. The board failed to seek clarification on Mr C's specific concerns and consider all points. We did not make any recommendations as the board have already taken steps to prevent a re-occurrence of the problems Mr C experienced.