

SPSO decision report

Case: 201404795, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: not upheld, no recommendations

Summary

Mr C complained that a nurse in a prison health centre did not deal with his referral form appropriately. Mr C asked to see the mental health team and he outlined his reasons for his request. A nurse discussed his referral with him and asked questions that Mr C felt were inappropriate.

We reviewed the board's response to Mr C's complaint in which they explained that the nurse was trying to find out what had led to the symptoms he described in his referral form. They also commented that the symptoms described would prompt most healthcare professionals to ask questions around the causes. The board also noted Mr C's view that the nurse had not read his referral and because of that, had questioned him unnecessarily. They assured him that was not the nurse's intention and offered an apology if that was his impression.

We took independent medical advice on this from our GP adviser, who told us that the nurse's actions in Mr C's case were reasonable and appropriate. In light of that, and having reviewed the board's response, we were satisfied that the nurse handled Mr C's referral appropriately, and we did not uphold his complaint.