

## SPSO decision report

**Case:** 201406436, Tayside NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mrs C complained about the board because she said she had concerns about the way in which it managed her waiting time before she received a clinic appointment. She also complained about the appointment itself, the examination and conclusions. Mrs C said she was left frustrated and depressed as a consequence, and sought private treatment to have a knee operation. She said that, if the board had treated her appropriately, this should have been the outcome of her clinic appointment.

We investigated the complaint and took independent advice from a consultant orthopaedic surgeon (a surgeon specialising in the musculoskeletal system). We found that in relation to waiting times, the board followed Scottish Government guidance. As Mrs C had informed the board that she would not be available for three periods of time during the indicated waiting time period (12 weeks), her waiting time was put back by a similar time. In the event, she was seen 13 weeks after the appointment was requested. Similarly, notwithstanding her private treatment, Mrs C's examination and management of her knee problem was in accordance with National Institute for Health and Care Excellence guidance. We did not uphold her complaint.