

SPSO decision report

Case: 201508323, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C told us he waited too long to receive medication for a rash he developed and was unhappy that he had received tablets, rather than ointment or cream, and that this had been discussed with the nurse the previous day.

We found that Mr C had received his medication within roughly 30 hours of asking to see a nurse. He did not receive his medication the same day because, by the time the nurse had discussed his case with a doctor, the deadline for pharmacy orders that day had been missed. Mr C received his medication the following day.

We were satisfied that the treatment suggested, in tablet form, was reasonable. We therefore did not uphold Mr C's complaint.