

SPSO decision report

Case: 201508596, Tayside NHS Board
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Outcome: not upheld, no recommendations

Summary

Mr C complained about delays and communication in relation to his wife (Mrs A)'s hip-replacement surgery at Ninewells Hospital.

After taking independent advice from a consultant orthopaedic surgeon, we did not uphold Mr C's complaints. The advice we received was that while Mrs A's patient journey had been a long one, there were no unreasonable delays in her orthopaedic treatment. After reviewing all the available evidence, no issues were found with the standard of communication.