

SPSO decision report

Case: 201605016, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: some upheld, recommendations

Summary

Mrs C complained about the care and treatment her husband (Mr A) received when he was admitted to prison. In particular, Mrs C complained that, on admission, the health centre's handling of Mr A's medication was unreasonable. She also complained that there was an unreasonable delay in treating Mr A's stomach condition.

The board explained to Mrs C that Mr A was uncooperative and would not engage with the admission process when nursing staff tried to take his medical history. They advised that Mr A would have been asked to confirm his GP detail's so that his prescribed medications could be checked.

Recommendations

What we asked the organisation to do in this case:

- Apologise to Mr A for failing to issue the medication to him following the doctor's consultation on 7 September 2016.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.