

SPSO decision report

Case: 201700978, Grampian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

Mr C complained about the accuracy of a report which was written following a meeting attended by his ex-wife, a member of the child and adult mental health services, and staff from his son's school. Mr C felt that the report gave an inaccurate description of his behaviour and he was concerned that his ex-wife might produce the report in legal proceedings and that he would have to defend it.

We took independent advice from an adviser in mental health services and concluded that the report was factually accurate in that the information which was recorded had been discussed during the meeting. However, we could understand that the report could be interpreted differently by its readers as it was not entirely clear that the information discussed in the meeting was the opinions of those involved rather than actual facts. We noted that the board had clarified the issue in their response to Mr C's complaint. We did not uphold the complaint.