

SPSO decision report

Case: 201707713, Inverclyde Health and Social Care Partnership
Sector: health and social care
Subject: record keeping
Decision: not upheld, no recommendations

Summary

Mr C, an MP, complained on behalf of his constituent (Ms A) that the partnership mishandled a complaint Ms A made to them about incorrect information in her medical records.

We found that, while the error concerned was extremely serious, it was clear that the partnership had admitted the error, amended the record and made a very sincere and full apology to Ms A. They had also put in place new checking procedures to prevent the same mistake occurring again. We found that there was no evidence to suggest that the partnership's approach to Ms A's complaint was unreasonable. Therefore, we did not uphold Mr C's complaint.