

## SPSO decision report

**Case:** 201804379, Tayside NHS Board  
**Sector:** health  
**Subject:** appointments / admissions (delay / cancellation / waiting lists)  
**Decision:** some upheld, no recommendations

### Summary

Ms C complained that Ninewells Hospital failed to provide her with reasonable care and treatment when she was admitted for investigations by the gastroenterology (branch of medicine which deals with disorders of the stomach and intestines) team.

We took independent advice from a consultant gastroenterologist. We found that the treatment Ms C received was reasonable and that it was appropriate for a senior gastroenterologist to review her situation before determining what other investigations should be carried out. We did not uphold this aspect of the complaint.

Ms C also complained about a failure to provide her with a reasonable response to her complaint and within a reasonable period of time. We found that communication with Ms C regarding a change to her care management plan was unreasonable; there was a failure to let her know what was happening as she received an appointment for a clinic review rather than a colonoscopy. This was a communication error in the internal referral process. Therefore, we upheld this aspect of the complaint. We noted that the board have already taken action to address this failing so made no further recommendations.