

## SPSO decision report

**Case:** 201805245, Grampian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mrs C complained to us that she had unreasonably been removed from the ear, nose and throat in-patient waiting list because she had cancelled three planned admissions. Mrs C felt that the board had not listened to her reasons for the cancellations as some were outwith her control.

We took independent advice and considered the guidance around removing patients from the in-patient waiting lists. We found that from a clinical perspective, there was no life-threatening reason for Mrs C to have remained on the waiting list and from a procedural aspect, staff had followed the guidance on removing a patient from the waiting list after three cancelled appointments. We did not uphold the complaint. However, we established that Mrs C had been reinstated to the waiting list and would be offered one further appointment.