

SPSO decision report

Case: 201904120, NHS 24
Sector: Health
Subject: communication / staff attitude / dignity / confidentiality
Decision: not upheld, no recommendations

Summary

Mr C complained about the way NHS 24 managed a number of phone calls which he made to them reporting that he felt that he had something stuck in his throat. Mr C said that NHS 24 staff had initially referred him to the out-of-hours service where he spoke to a GP and was given advice to drink fizzy drinks. Mr C then contacted NHS 24 again as the problem had not resolved and subsequently an ambulance was despatched to take him to hospital. Mr C felt that NHS 24 staff failed to take his concerns seriously.

We took independent professional advice from an experienced nurse. We found that NHS 24 staff had recorded Mr C's symptoms appropriately and that his breathing was not compromised and initially made a referral that Mr C should be assessed by an out-of-hours service GP. When Mr C made further contact as his condition had not resolved, he stated that he felt he was choking and therefore arrangements were made for an ambulance to attend. We found that it was appropriate for NHS 24 staff to have referred Mr C to the other organisations in view of his symptoms reported during the telephone calls. We did not uphold the complaint.