

## SPSO decision report

**Case:** 201906783, Forth Valley NHS Board  
**Sector:** Health  
**Subject:** Clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

C, an advocate, complained on behalf of their client (A). A was given a diagnoses and later the board provided A with a second opinion. During the consultation the board say A became angry and behaved in a threatening way. The board said they would be happy to offer treatment to A, but this would be dependent on A following a set of recommendations. A said that during the second opinion consultation they were being called a liar, and while they raised their voice, they were not threatening. A told us that they had tried to meet the board's recommendations, but that the board would not accept that they complied with the recommendations made.

We took independent advice from a consultant psychiatrist (a doctor who specialises in the diagnosis, treatment and prevention of mental ill health conditions). We found that the board's response to A's behaviour was reasonable and in line with NHS policy. We did not uphold this aspect of the complaint. The recommendations the board made to A were reasonable. Due to A's diagnosis, treatment would be most successful if A was able to make some changes to their behaviour. We did not uphold this aspect of the complaint.