

SPSO decision report



Case: 201907169, Edinburgh Health and Social Care Partnership
Sector: Health and Social Care
Subject: Clinical treatment / Diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment they received from the physiotherapy service at a particular appointment. C was concerned that they were asked to walk from the waiting room to the appointment room using crutches, rather than being provided with a wheelchair.

We took independent advice from a physiotherapist. We found that at a previous appointment (three weeks prior to the appointment in question), C reported that they could mobilise with crutches. In the circumstances, we found that it was reasonable for the physiotherapist to ask C to mobilise from the waiting area to the treatment area. We did not uphold C's complaint about the care and treatment they received from the physiotherapy service.

C also complained about the way the partnership handled their complaint. We did not identify any issues regarding the way that the partnership responded to C's complaints. We did not uphold this aspect of C's complaint.