

SPSO decision report

Case: 202000080, Scottish Ambulance Service
Sector: Health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

C complained about the care and treatment provided to them by Scottish Ambulance Service (SAS) when they called for an ambulance after they had bleeding following the removal of a lesion earlier that day.

We took independent advice from an appropriately qualified adviser. We found that the care and treatment provided to C by SAS was of a reasonable standard. C was given appropriate advice from the call handler, the ambulance was dispatched and arrived with C in a timely manner. We also found that the ambulance crew's assessment of C's wound was reasonable. Therefore, we did not uphold C's complaint.