

## SPSO decision report

**Case:** 201401120, Scottish Ambulance Service  
**Sector:** health  
**Subject:** complaints handling  
**Outcome:** not upheld, action taken by body to remedy, no recommendations

### Summary

Mr C complained on behalf of his wife (Mrs C) that the Scottish Ambulance Service did not adequately demonstrate that they had taken remedial action in response to his complaint. Mr C told us that his wife was visited at home by her GP, who thought she might have had a stroke. Mr C said that at 11:45, the GP called for an ambulance to arrive within four hours, but that Mrs C had to wait for seven and a half hours before an ambulance arrived. Mr C said he was satisfied that the service had investigated his complaint but, given the seriousness of his wife's condition, he wanted an assurance that the service's procedures and attitudes had changed for the better.

We looked at the information provided by Mr C and the service, and took independent advice from one of our medical advisers. We found that the service had taken the remedial action that they outlined in their response to Mr C's complaint. They had reviewed Mrs C's case, including the phone calls made and the relevant electronic records, as well as speaking to the supervisor involved and taking follow-up action with them. We were satisfied that the information in the service's response was reasonable and that they had done what they said they would.