

SPSO decision report

Case: 201401984, Dumfries and Galloway NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, action taken by body to remedy, no recommendations

Summary

Mr C complained that the board had failed to investigate his concerns about a number of issues affecting his daughter (Miss A)'s clinical treatment. These included whether appropriate clinicians were involved, the method of transfer used to another facility, information about hospital equipment and that staff had said that he had been verbally abusive.

Our investigation found that the board treated Mr C's complaints seriously and had devoted a large amount of staff resources in an effort to address his concerns. They had agreed to appoint new clinical staff, provided explanations about the accuracy of hospital equipment and explained why staff had felt uncomfortable about Mr C's behaviour.