

SPSO decision report

Case: 201404362, Grampian NHS Board
Sector: health
Subject: communication / staff attitude / dignity / confidentiality
Outcome: upheld, recommendations

Summary

Mr C complained about the board's handling of his complaint. He had tried to speak to staff about a friend in hospital, and complained that the staff gave him inaccurate information about the board's policy on restrictions on providing information about patients. When the board investigated the complaint they also provided inaccurate information in their response, although they still maintained that staff were acting in the patient's best interests.

We found that the board had apologised for the inaccurate information and that all staff had been made aware of the correct procedure to follow in future. However, we were concerned that the investigation into Mr C's complaint took six months and should have been resolved much earlier.

Recommendations

We recommended that the board:

- apologise to Mr C for the time taken to resolve his complaint.