

SPSO decision report

Case: 201909650, Highland NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: some upheld, recommendations

Summary

C was admitted to New Craigs Hospital following an overdose. They complained about the care provided, specifically the assessment of their condition, the suggestion to take part in a group class and a lack of access to pain medication for their migraines. C also complained about the board's response to their complaint.

We took independent advice from a consultant psychiatrist. We found that appropriate assessments were carried out and the working diagnosis was supported by the notes. The suggestion of a class was not unreasonable and C was able to decline to participate in that option. There was limited evidence about the prescription/requests for pain medication. We found the care provided to be reasonable and did not uphold this complaint.

In relation to complaint handling, we found the board did not proactively update C as often as they should have. We also found that the complaint was not fully responded to and the information given about bringing pain medication from home was not accurate. Therefore, we upheld this complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to C for failing to handle their complaint reasonably. The apology should meet the standards set out in the SPSO guidelines on apology available at www.spsso.org.uk/information-leaflets.

In relation to complaints handling, we recommended:

- Staff should ensure complaints are fully responded to and the information given is accurate.

We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.