

SPSO decision report



Case: 201003446, A Medical Practice, Lothian NHS Board

Sector: health

Subject: nurses / nursing care

Outcome: not upheld, no recommendations

Summary

Mr C complained about the actions of a nurse at his medical practice - for example, that she did not keep all sizes of syringe in her own room and had to keep him waiting while she collected the correct syringe from another room. He also felt that the practice's reply to his complaint did not address all his questions. Our investigation found that the nurse's actions had been reasonable. For example, she would not be expected to stock everything possible in her room and Mr C only had to wait for a few minutes. We also found that the practice had reasonably addressed Mr C's questions in their response. However, in the interests of trying to provide a practical resolution to the complaint, we did ask them for fuller information and passed that on to Mr C.