

## SPSO decision report

**Case:** 201201207, Fife NHS Board  
**Sector:** health  
**Subject:** policy/administration  
**Outcome:** not upheld, no recommendations

### Summary

Mr C complained that when, during hospital treatment for glaucoma (an eye condition affecting vision), he asked to be treated by another clinician, his request was blocked by the consultant who was treating him. Mr C also said that the consultant who was treating him had misled him.

In investigating this complaint, we took independent advice from one of our medical advisers. Our adviser considered the key aspects of this case, including the documentation supplied by Mr C and the board. Our adviser said that there was no evidence that Mr C was incorrectly advised about the availability in the hospital of a suitably experienced clinician that could take over his glaucoma care at the time it was requested. We also found no evidence that Mr C's request had been dealt with incorrectly nor that decisions made about his request had been unreasonably delayed.