

SPSO decision report

Case: 201203227, Greater Glasgow and Clyde NHS Board
Sector: health
Subject: appointments/admissions (delay, cancellation, waiting lists)
Outcome: upheld, action taken by body to remedy, no recommendations

Summary

Mrs C complained that the board took an unreasonable length of time to offer her a hospital appointment to have her contraceptive coil (a device used to prevent pregnancy) replaced. The board accepted that an administrative error meant that a clinic did not send the referral letter to the hospital, which caused a delay of over three months.

We upheld the complaint, but noted that the board had apologised to Mrs C. Following the complaint, they also changed the administrative support arrangements at the clinic and are in the process of implementing an electronic system for the transfer of information. We, therefore, did not find it necessary to make any recommendations.