

SPSO decision report

Case: 201204154, Tayside NHS Board
Sector: health
Subject: appointments/admissions (delay, cancellation, waiting lists)
Outcome: not upheld, no recommendations

Summary

Mr C is unable to cut his own toenails, and complained that the board failed to provide him with an appropriate regular service for this. He explained that delays in having his toenails cut impacted on his mobility and caused him discomfort.

Our independent medical adviser noted that it was reasonable that times between appointments may be affected by staff resource and demand. As Mr C's complaint was very similar to one that he had made before and the board had already explained the appointment system to him at that time, we did not uphold his complaint.