

SPSO decision report

Case: 201403569, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C was diagnosed with attention deficit hyperactivity disorder. To help with his symptoms, he was started on a drug regime which was changed twice after his condition had been reviewed. However, Mr C said that he had not found any of the treatment he had been given particularly helpful, and he had continuing problems sleeping and concentrating. He questioned whether the care and treatment he received had been appropriate. He also complained that, since his diagnosis, the board had not taken reasonable steps to keep him informed. However, in responding to his complaint, the board said that he had been treated reasonably. While they acknowledged Mr C's concerns about communication, they said that his doctor always allowed 30 minutes for consultations to allow patients to raise questions.

We took independent advice from a consultant psychiatrist. We found that Mr C's care and treatment was all reasonable and in accordance with national guidance, as he was regularly reviewed and his medication was changed after reporting that his symptoms were not being helped. He had had the support of community psychiatric nurses and occupational therapists. Although Mr C considered that he had not been kept informed, there was evidence to show that his condition and drug therapy had been discussed with him. On this basis, his complaints were not upheld.