

SPSO decision report

Case: 201600464, Lothian NHS Board - Acute Division
Sector: health
Subject: appointments / admissions (delay / cancellation / waiting lists)
Outcome: some upheld, no recommendations

Summary

Mr C was referred by his GP for a possible hernia operation. Mr C complained to us that the board failed to arrange his operation within the 12-week treatment time guarantee under the Patients Rights (Scotland) Act and that they failed to advise him of his rights under that Act. He also complained that they failed to arrange his treatment at another health board.

We found that there was a delay in Mr C's case, though this was in arranging his out-patient appointment rather than the operation. We therefore did not uphold Mr C's complaint. However, the board failed to meet the 12-week waiting time target for out-patient appointments but apologised and explained this was because of staff shortages which had now been addressed.

We found delays in the handling of Mr C's complaints to the board and we therefore upheld this aspect of his complaint. The board apologised to Mr C and said they are taking steps to address future delays.