

SPSO decision report

Case: 201603954, Ayrshire and Arran NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: upheld, recommendations

Summary

Mr C complained about the care and treatment received by his sister (Mrs A) at University Hospital Ayr. Mrs A was referred to the hospital for a respiratory opinion with a chronic cough. Mr C felt that there were delays in carrying out investigations and a lack of communication with Mrs A about her condition. Mr C also raised concerns about the board's complaints handling.

During our investigation we took independent medical advice from a consultant in respiratory medicine. We found that there were delays in Mrs A receiving follow-up respiratory appointments and that there was a failure to communicate appropriately with Mrs A about her diagnosis and treatment. We upheld this aspect of the complaint.

We also found that the board failed to provide a reasonable response to Mr C's complaint, therefore, we upheld this aspect of the complaint.

Recommendations

What we asked the organisation to do in this case:

- Apologise to Mrs A and Mr C for the failings identified in this report.
- Apologise to Mr C for not addressing all of his concerns in their handling of his complaint.
- What we said should change to put things right in future:
 - Patients should receive follow up clinical appointments within a reasonable timescale.
 - Patients should have a clear understanding of respiratory consultants' views about their condition and the impact the results of tests may have on their diagnosis or treatment.
- We have asked the organisation to provide us with evidence that they have implemented the recommendations we have made on this case by the deadline we set.