

SPSO decision report



Case: 201709220, North Lanarkshire Health and Social Care Partnership
Sector: health and social care
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the care and treatment he received from the prison health service.

Mr C was concerned, in particular, about one of his health conditions and he was unhappy with the GPs' refusal to prescribe medication long-term. We found that the decision taken by the GPs was reasonable. Mr C also complained about a failure to provide him with pain medication. We found that the medical records did not record any significant complaints of poorly controlled pain and, therefore, we did not consider that the GPs had failed to address this.

Mr C also complained about nursing staff being present at GP and psychiatry appointments. The partnership confirmed why nursing staff were present and we considered this explanation to be reasonable. The partnership also confirmed that Mr C could request to see the GP or psychiatrist alone and it would up to the GP or psychiatrist to decide whether or not they would be prepared to accommodate this.

Mr C also complained about an unreasonable delay in providing him with GP appointments. We found that Mr C often asked for a particular GP and, therefore, it was reasonable to expect that he may have to wait longer. We also found evidence that Mr C was advised of this and accepted the position.

Mr C considered that there was a failure to provide him with the type of care he would have received in the community. Mr C considered that if he was in the community he would have been prescribed the medication he wanted. We found that the GPs had acted reasonably and exercised care and compassion when making decisions. We did not uphold Mr C's complaint.