

SPSO decision report

Case: 201800737, Lothian NHS Board - Acute Division
Sector: health
Subject: complaints handling
Decision: not upheld, no recommendations

Summary

Ms C complained that the board's response to her complaint was unreasonable and contained many errors.

We found that the board's response was an accurate reflection of their records of Ms C's treatment. The board explained why they could not delete entries from Ms C's medical records, and added Ms C's handwritten note to the records to reflect her view of events.

The board acknowledged that they could have provided Ms C with better information and support to make informed choices about ongoing treatment, and said they were sorry for this. Ms C chose to get private treatment as she was unhappy with the treatment she had received from the board and wanted the board to pay for this. The board offered Ms C different treatment options and consultations with different doctors but Ms C declined this offer. The board's response explained why, under the circumstances, they could not pay for Ms C's private treatment.

We considered that the board's response to Ms C was reasonable. Therefore, we did not uphold the complaint.