

SPSO decision report

Case: 202104005, Lanarkshire NHS Board
Sector: Health
Subject: Clinical treatment / diagnosis
Decision: upheld, no recommendations

Summary

C attended A&E following problems they had had with their elbow. Their doctor had advised them to go to A&E if it worsened. C complained that they were not properly triaged as they were not triaged in a private area and their pain score was not noted.

We took independent advice from a nurse. We found that the triage process had not been appropriate. The board had also accepted this and put in place measures to improve the triage process. Therefore, we upheld C's complaint but did not make any recommendations in light of the actions already taken by the board.