

March 2023

This Bulletin highlights some of our most recent investigation reports and provides other updates on our work.

For more information on each story, please follow the highlighted links.

## [Trust failed to accurately report results of CT scan](#)



A Trust's failure to identify the extent of a tumor meant a woman and her family could not properly prepare for her end-of-life care. We asked the Trust to apologise and to improve how it reviews CT scans.

## [New guidance for schools on managing complaints](#)



Our School's Case Digest, which has been sent out to all schools in Northern Ireland, provides school leaders and Boards of Governors with a best practice guide to managing and responding to complaints.

## [Access to public services by those seeking refuge](#)



We recently held an information session with representatives from the Law Centre and Somali Association NI to understand the issues faced by refugees and asylum seekers in accessing public services.

## [Complaint against Belfast City Council's Planning Service](#)



Our investigation found that a consultation response to a planning application should have been made available on the Planning Portal website.

**Medical practice apologises for delays in providing patient's prescriptions**



Our report criticised a GP practice after a delay in providing a woman's medication caused her unnecessary discomfort.

**Poor communication by Trust added to woman's anxiety over mother's care**



We recommended that the Trust apologise to the woman and make improvements to its complaint handling procedures.

**New complaints handling procedure nearing completion**



The Local Government Strategic Network recently met for the final time to agree on the sector's Model Complaints Handling Procedure (MCHP), ahead of its publication in the early summer.

**Care and treatment of a patient in Antrim Area Hospital**



A woman complained about her father's treatment in hospital. We found he was looked after properly but were critical that consultants did not respond to a request from the woman to discuss his care plan.

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