

**Case:** 201004156, A Medical Practice, Lanarkshire NHS Board

**Sector:** health

**Subject:** clinical treatment / diagnosis

**Outcome:** not upheld, no recommendations

### Summary

Miss C complained that her medical practice failed to take her seriously. She said she had requested referral to a Community Psychiatric Nurse (CPN) and that this was refused. She explained she had depression and thoughts of taking her own life and that she was struggling to cope with everyday tasks. Our investigation showed, however, that Miss C's request for referral to a CPN had not been refused. It was in fact sent the day after the GP consultation and had been replied to. Our medical adviser was very clear that Miss C's medical records show that the practice has taken Miss C's concerns seriously over a long period of time. Indeed, there is considerable evidence that they went to considerable lengths to try to contact Miss C on occasions when they had concerns about her well-being. Our adviser was also clear that the practice had at times appropriately sought the involvement of other services, such as psychiatric and social work services.