

Case: 201101588, A Medical Practice, Lothian NHS Board
Sector: health
Subject: communication; staff attitude; dignity; confidentiality
Outcome: not upheld, no recommendations

Summary

Mr C attended the practice for an appointment with his GP. During the consultation, he said that the GP told him off for failing to attend or cancel a hospital appointment that he had been referred to. Mr C did not like the GP's tone and walked out of the consultation. He complained to the practice manager and a further appointment was made for later the same day with another GP. Mr C explained to the second GP that he had been suffering from low mood over a period of days and had thought of taking his life. As Mr C was not diagnosed as being biologically depressed, it was not considered appropriate to give him medication. Counselling was offered, but declined by Mr C as he was already attending counselling sessions and did not find these to be beneficial. The practice were unable to offer him any alternative treatment and he was eventually asked to leave the premises.

Mr C complained about the practice's failure to address his feelings of low mood on the day of his appointments. We found that it was not appropriate for Mr C to be offered medication and that counselling was the correct course of action. Mr C had commented that he had thought about suicide. We were satisfied that he was appropriately assessed as being a low risk of suicide and that it was, therefore, reasonable for the consultation to end without any further treatment or referrals being proposed. We did not uphold his complaints.