

SPSO decision report

Case: 201202651, A Medical Practice in the Lothian NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mrs C complained that a GP failed to physically examine her husband (Mr C) during a home visit and wrongly concentrated on his mental health problems. The practice explained that the GP believed that Mr C was depressed and that he required a psychiatric assessment, which she arranged on return to the practice.

Our investigation found that Mr C's medical records showed that the reason for the home visit was for mental health issues rather than a physical examination. Our medical adviser reviewed the records and felt they were appropriate in relation to a visit for mental health issues. We were unable to resolve the difference of opinion between Mrs C and the GP about what was actually said at the visit, but we were satisfied that the GP's actions in making a referral for psychiatric assessment were correct.