

## SPSO decision report

**Case:** 201401460, A Medical Practice in the Greater Glasgow and Clyde NHS Board area  
**Sector:** health  
**Subject:** clinical treatment/diagnosis  
**Outcome:** not upheld, no recommendations

### Summary

Mr C, who is an advocate, complained on behalf of his client (Mr A). Mr A had raised concerns about changes to his anti-depressant medication. He said that one doctor told him the medication he was taking was illegal and switched him to another medication. He complained that he experienced adverse side effects from the medication he was switched to and he did not believe it to be suitable for someone of his age. He noted that, when he later brought his concerns to the attention of another doctor, he was switched back to his original medication and told that the drug was not illegal.

The medical practice said that Mr A was not told his original medication was illegal. They explained that the dose had previously been reduced following a licence change, which set a lower maximum dose for elderly patients. We took independent advice on this complaint from one of our GP advisers, who confirmed that the changes to Mr A's medication were reasonable and in line with acceptable clinical practice. We were advised that the decision to restart Mr A on his original medication was appropriate in light of his symptoms at the time, and was not an indication that the initial switch was unreasonable.

Mr C also complained that the records of Mr A's consultations with the practice did not accurately reflect what was discussed. As we were not party to the consultations, we could not say exactly what was discussed. The adviser reviewed the records and considered them to be clear and of a reasonable standard.

In the circumstances, we did not uphold either complaint.