

## SPSO decision report



**Case:** 201803747, A Medical Practice in the Greater Glasgow and Clyde NHS Board area  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Decision:** not upheld, no recommendations

### Summary

Mr C, an MP, complained on behalf of his constituent (Ms A) that her medical practice failed unreasonably to refer her to community mental health care services, and later dealt unreasonably with her complaint about this.

Ms A believed that her GP treated her differently after incorrect information was sent to the medical practice by a clinician. While the information was corrected and apologies were made, Ms A said that it had negatively effected her mental health. While Ms A said she requested on many occasions to be referred to a community mental health care service, she was not referred.

We took independent advice from a GP . We found that the advice given to Ms A had been reasonable and signposting to community mental health support services was appropriate in the circumstances.

Ms A also complained that a member of staff had unreasonably been involved in the complaints process. We found no evidence of this . The complaints were not upheld.