



Renfrewshire
Health & Social Care
Partnership

Date: 08 July 2026
Our Ref: RHSCP(26081)
Enquiries: RHSCP Complaints
Contact: 0141 487 2861

Private & Confidential

Ms Agnes Nancy Kelly
104 Blackwood Road
Paisley
PA2 7AP

Dear Ms Kelly

Re: Complaint

Thank you for your correspondence dated 26 June and 7 July 2026, which is being handled by this department under the Renfrewshire Health and Social Care Partnership Complaints Procedure. We understand that raising a complaint can sometimes be daunting, so we aim to make the process as straightforward as possible.

Thank you for bringing your concerns to our attention. Complaints like yours help us to improve our service.

The issues which we will investigate are as follows:

1. You are concerned as you have severe ADHD you were put on medication to help you. However, whilst taking the medication, dexamphetamine, you have experienced severe panic attacks and has made you unwell. You would like to have the medication changed for the effects to stop.
2. You have been getting severe panic attacks 3 times a day for up to 4 hour hours which has been going on for the last 7 months. You are unhappy as your psychiatrist has only lowered the dosage, despite being informed about the side effects the medication has caused for you.
3. You would like a change of psychiatrist as you feel a new psychiatrist would be able to help handle your medication and listen fully to your concerns regarding the effects that you face with your medication.
4. You are concerned that when contacting your CPN, she has not returned your call despite multiple messages left. You feel like you are being ignored and would like to know why this has been happening.

Desired outcome:

- A formal response
- A new psychiatrist to be assigned.



Complaints Team, Third floor, Renfrewshire House,
Cotton Street, Paisley, PA1 1AL



www.renfrewshire.hscp.scot/complaints

