

4. My opinion

4.01. What, if any, exacerbation of psychiatric injury has been caused as a direct result of the operations?

4.01.01. The nature of any psychiatric injury

Since the operation in 2001, Donna Blitzen gave me a history of increased anxiety, characterised by fatigue, irritability, poor tolerance of noise (eg from her neighbours), chronic feelings of tension and a preoccupation with her appearance. She is embarrassed to be seen in public, both because of the appearance of her face and because of her need to constantly wipe her nose. She fulfils the ICD-10 diagnostic criteria for **generalised anxiety disorder** ⁽²⁾.

4.01.01.1. Social isolation.

Since the operation in 2001, Donna Blitzen told me that she is ashamed or embarrassed to go out. This has led to her losing her friends and becoming increasingly socially isolated.

She was hoping that an improvement in self-confidence would follow her operation in 2008 as she expected to look normal again, but the operation was not the success that she hoped. She feels the lack of social contact more acutely since the hopes of a recovery were dashed.

4.01.01.2. Increased self-blame.

Donna Blitzen blames herself for wanting surgery for her appearance in the first place and for being so unlucky as to have unsuccessful surgery twice. She is frustrated at her lack of assertiveness in accepting the reassurances of the plastic surgeon, Mr Snell, when he told her that she was doing well, even though she had told him of complications (see solicitor's