

**Case:** 201100466, A Dental Practice, Greater Glasgow and Clyde  
NHS Board

**Sector:** health

**Subject:** clinical treatment;diagnosis

**Outcome:** some upheld, no recommendations

### Summary

Ms C was referred to a dentist for root canal treatment under sedation. Following treatment, Ms C developed an infection, which she felt was due to inappropriate dental treatment. She also complained that, when she attended to have her stitches removed, the dentist initially refused to do so until Ms C's outstanding account was paid.

We established that the dentist had provided appropriate treatment and that it is recognised that infections can develop following root canal treatment. Our dental adviser noted, however, that the dentist should have carried out a post treatment x-ray, which would have made him aware that part of the sealant material had become dislodged. For this reason we upheld the complaint that the treatment was not performed properly, and drew the attention of the dentist to our adviser's view.

We did not uphold Ms C's other complaints that the infections arose as a result of poor treatment and about the dentist's attitude when Ms C returned to have the stiches removed. Our adviser noted that it would be normal practice to ask a patient to settle their account on completion of treatment and in any event the dentist did remove Ms C's stitches even though the account had not been paid.