

SPSO decision report

Case: 201100349, A Dental Practice, Greater Glasgow and Clyde
NHS Board

Sector: health

Subject: communication; staff attitude; dignity; confidentiality

Outcome: not upheld, no recommendations

Summary

Mr C contacted his dental practice to bring forward an appointment for treatment. He was told by the practice manager that no earlier appointments were available. He asked to speak to a dentist but was told that none were available. The conversation became heated and the manager terminated the call.

Mr C and his wife visited the practice and were met by the practice manager who they claimed was rude and aggressive. They raised a complaint with a dentist but did not feel that he listened to their concerns. During their exchanges with the dentist and the practice manager, their relationship with the practice broke down to the extent that Mr C asked to be removed from the patient register.

Mr C complained about the practice's handling of his request for an earlier appointment and his subsequent complaint. He also complained that the practice manager was rude and aggressive during telephone calls with him. We did not find that the practice failed to deal appropriately with his appointment request or his complaint. Whilst there was corroborating evidence of the comments made by the practice manager, we were unable to conclude that she acted aggressively or rudely toward Mr C or his wife.