

SPSO decision report

Case: 201102219, A Dental Practice, Tayside NHS Board

Sector: health

Subject: policy/administration

Outcome: not upheld, no recommendations

Summary

Mr C complained that his dental practice had given him inaccurate information in telling him that work he needed done (template and crown work in preparation for implants) could not be provided on the NHS. Our dental adviser confirmed that the required work would not have been covered by the NHS and so would have to have been done on a private basis. We, therefore, concluded that the practice's response was reasonable.