

SPSO decision report

Case: 201103689, A Dental Practice in the Grampian NHS Board area

Sector: health

Subject: lists (incl difficulty registering and removal from lists)

Outcome: not upheld, no recommendations

Summary

Miss C complained that her dentist had removed her from the dental practice's list of patients. However, dentists can do this, as long as they give three months' notice to the patient (unless the patient has shown violence). As the dentist had given adequate notice, there were no grounds for us to uphold the complaint.