

SPSO decision report

Case: 201201761, A Dentist in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, with recommendations

Summary

Mr C complained about root canal treatment that he had received. He told us that after it he was left with periodic pain for two years, and that he had to pay for corrective work to be carried out by a new dentist.

After taking independent advice from a dental adviser, we upheld Mr C's complaint. Our investigation found that the standard of treatment he received was inadequate. The adviser said that an x-ray taken after the treatment showed that the dentist had not completely filled the root canal, leaving space that could then act as a possible further source of infection, and that led to Mr C's problems. We also found that there was a lack of information in the dental records and no record of any discussion with Mr C of the options, risks or warnings given in advance of treatment. In addition, there was no evidence that x-rays taken had been graded or that any report on the x-rays was written.

Recommendations

We recommended that the dentist:

apologise to Mr C for the failings identified in this case;

refund the cost of treatment required by Mr C from another dental practice;

ensure that dental records are in accordance with General Dental Council standards; and

provide the Ombudsman with an undertaking that she would address the concerns raised in this complaint through her continuing professional development.