

SPSO decision report

Case: 201203178, A Dentist in the Highland NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, recommendations

Summary

Mr C said that when he consulted his dentist for the first time, she carried out an initial examination and told him he required six fillings. Three of these were carried out nine days later, but when Mr C returned to to have the remainder of the work done, he said that the fillings she had completed earlier were sensitive. The dentist replaced the filling in the tooth that she decided was the problem, and arranged a date for the rest of the work to be done. However, before returning, Mr C obtained a second opinion. He said he was told, after examination, that the teeth remaining to be filled did not require work. Mr C complained that dental work was carried out unreasonably when none had been required.

As part of our investigation we took independent advice from a dental adviser, who reviewed Mr C's dental records and relevant x-rays. We also looked carefully at the complaints correspondence. We upheld Mr C's complaint, as the adviser agreed that there was no evidence to suggest that Mr C required the number of fillings that had been suggested.

Recommendations

We recommended that the dentist:

- apologise to Mr C; and
- provide the Ombudsman with an undertaking that she will address the concerns raised in this complaint through her continuing professional development.