

SPSO decision report

Case: 201400163, A Dentist in the Lanarkshire NHS Board area

Sector: health

Subject: clinical treatment / diagnosis

Outcome: not upheld, no recommendations

Summary

Ms C complained about the care and treatment provided by her former dental practice in relation to the fitting of a bridge (a device to replace a missing tooth or teeth).

Ms C complained that the bridge had not been fitted properly and was loose from the start; that it did not match the colour of her other teeth; that she was not told that an existing crown would have to be removed to accommodate the bridge; and that the whole process had not been adequately explained to her.

Our investigation included taking independent advice from one of our dental advisers and a review of Ms C's dental records from her former and current dental practices. Our adviser was of the view that the care and treatment provided to Ms C was reasonable and appropriate. Ms C had attended the practice for a number of years and had difficulty with the teeth in question since 2004. The adviser was of the opinion that all treatment options had been discussed with Ms C and sufficient information had been provided to her to enable her to make fully informed decisions about her treatment.