

SPSO decision report

Case: 201404083, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Miss C attended an orthodontic clinic for treatment in 2008 and had braces fitted. She was discharged in 2011 but in 2014 returned to say that part of the retainer had cracked. The clinic offered to repair this but said that it would have to be paid for privately as Miss C had already had one course of paid-for NHS treatment. Miss C felt she should not have to pay for private treatment because she felt that her initial NHS treatment had not been completed adequately, and she was of school age when her treatment started in 2008.

We took independent advice from one of our dental advisers who found no evidence to show that Miss C's course of treatment between 2008 and 2011 was unreasonable. Furthermore, from the evidence available, we found that Miss C did not meet the criteria for NHS-funded treatment when she re-attended the practice in 2014.