

SPSO decision report

Case: 201501177, Shetland NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained that the board provided him with unreasonable dental care and treatment. He also said that they delayed in dealing with his dental problems that developed as a result.

We took independent advice from a dental surgeon. We found that, although one of Mr C's teeth had to be removed shortly after it had been treated, an initial examination and x-ray before treatment had confirmed that it was deeply decayed. Mr C wanted to retain his tooth and so the decay had been removed and his tooth had been filled. The tooth did not settle and Mr C then asked for it to be removed. Mr C subsequently asked the board to provide him with an implant or a bridge, but these options were not available to him, mainly because his teeth were severely compromised by gum disease. We did not uphold his complaint.