

SPSO decision report

Case: 201503032, Grampian NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained about the dental care and treatment he received at the dental practice. Mr C attended the practice frequently over the course of a year, both for routine and emergency appointments. Mr C complained that at an appointment a dentist conducted an excessive investigation, causing two of his crowns to fall out during the following months. Mr C also raised broader concerns that failures in his care led his dental health to decline to a point where he required significant restorative work and multiple extractions.

The board considered there was no evidence that an excessive investigation had caused the collapse of Mr C's crowns, which they linked with existing decay. More generally, the board said Mr C's care and treatment was appropriate.

After receiving independent advice from a dental practitioner, we did not uphold Mr C's complaint. We found there was no evidence that an excessive investigation occurred. We found the care and treatment Mr C received was reasonable.