

SPSO decision report

Case: 201506140, A Dentist in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: some upheld, no recommendations

Summary

Mr C complained about the treatment he received from his dentist at an examination. He was also concerned that the dentist had not advised him that the practice was about to be sold and that a different dentist would be continuing his treatment at a subsequent appointment.

After taking independent advice on this case from a dental adviser, we did not uphold Mr C's complaint about treatment. The adviser considered that the examination was appropriate and that while further investigations could potentially have been carried out at the same time, overall, the care and treatment provided at the appointment in question was reasonable. We did, however, uphold Mr C's complaint regarding communication about the change of dentist. We found a lack of evidence that Mr C had been advised of the changes at the practice and received advice that General Dental Council Standards state that patients should be told who will be involved in their care.