

SPSO decision report

Case: 201506141, A Dentist in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr C complained about treatment that was proposed at an appointment with the dentist. He was also concerned that there was a failure to properly communicate with him about his ongoing treatment. Mr C was advised by the dentist that his tooth was in poor condition and might require further treatment at another appointment, referral to a specialist or extraction. Mr C was unhappy with the information provided by the dentist and did not proceed with any treatment.

After taking independent advice on this case from a dental adviser, we did not uphold either of Mr C's complaints. The adviser considered that the dentist's assessment of the tooth in question was reasonable and highlighted no concerns about communication with Mr C regarding his treatment.