

SPSO decision report

Case: 201508428, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: upheld, recommendations

Summary

Mr C was referred to Glasgow Dental Hospital by his dentist in January 2015. He attended the appointment in March but told the hospital he did not wish to see the same clinician again. Mr C also requested a second opinion following the outcome of this appointment. Mr C's case was passed to hospital management for a new appointment to be made.

In the meantime, Mr C changed dental practitioner. In July 2015, he was referred back to Glasgow Dental Hospital by his new dentist. However, the hospital replied to say they were unable to offer Mr C an appointment because of a previous history of aggressive behaviour and non-attendance. They suggested that future treatment be carried out by Mr C's dental practice.

In December 2015, Mr C complained to the board about not being provided with a second opinion after his March appointment. The board apologised for not carrying out a second opinion, but maintained that they were unable to offer an appointment. Mr C then complained to us.

We took independent advice from a dentist. They said it appeared that a second opinion had not been offered as a result of administrative oversight. They said that this was unacceptable, but noted that the board had acknowledged this and looked into their procedures to prevent such a situation recurring. We asked the board to advise us of the action they have taken.

The adviser also said that the board were entitled to discharge Mr C back to the care of his dentist because of the non-specialist nature of Mr C's treatment, episodes of aggressive behaviour towards clinical staff and multiple non-attendance at appointments. We accepted this advice, although on balance we upheld the complaint because a fuller explanation should have been provided and because of the failure to organise a second opinion.

Recommendations

We recommended that the board:

- advise us of the action taken to prevent a situation occurring whereby a request for a second opinion is not actioned.