

SPSO decision report

Case: 201601830, Lanarkshire NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Miss C complained about the dental care and treatment received by her son (Mr A). Mr A had a tooth extracted by the board's dental service and several days later was experiencing severe pain from a hard swelling on the floor of his mouth. Mr A was admitted into hospital for emergency surgery to drain what was found to be an infected oral haematoma (a solid swelling of clotted blood). Miss C complained that the extraction of Mr A's tooth had resulted in him having to undergo emergency surgery.

During this investigation, we took independent advice from a dental practitioner. We found that a haematoma is a rare but known complication of extraction, and is not due to anything being done incorrectly. We therefore did not uphold this complaint.

Miss C also complained that the board's response to her complaint contained several inaccuracies. We found that the board's response had been based on the dental records which were available to them, and therefore we did not find their complaints response to be unreasonable.