

SPSO decision report

Case: 201602927, Lothian NHS Board - Acute Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: not upheld, no recommendations

Summary

Mr and Mrs C complained on behalf of their daughter (Miss A) regarding the dental care and treatment she received from the board. Mr and Mrs C complained that Miss A's anxiety was not taken into account whilst the board were attempting to remove two of her teeth over several dental appointments, and that it was decided that the dental treatment was not necessary.

We took independent dental advice and found that the care and treatment provided to Miss A had been reasonable and the board had made many attempts to acclimatise Miss A to receiving dental care. In addition, we found that whilst it had been reasonable for the board to pursue treatment over several months, it was reasonable that they eventually decided not to carry out the treatment as the benefits of treatment no longer outweighed the risks of Miss A's anxiety becoming worse. Therefore, we did not uphold this complaint.