

SPSO decision report

Case: 201707103, A Dentist in the Forth Valley NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained that the dentist unreasonably failed to diagnose the cause of his facial pain. Mr C said that he attended his dentist but was told there was nothing wrong with his teeth. He continued to see his GP about his facial pain and several medical investigations were carried out. Fourteen months after Mr C had attended his dentist, he saw a specialist who found out that he had a long- standing infection.

We took independent advice from a dental adviser. We found that the treatment decisions and management of Mr C was reasonable in the circumstances, as was the failure to diagnose an infection. We did not uphold Mr C's complaint.