

SPSO decision report



Case: 201707895, A Dentist in the Greater Glasgow & Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained that, despite attending the dentist over the years with tooth pain, the cause of her pain was not identified or treated appropriately. She was ultimately referred to a periodontal (gum) specialist. Mrs C complained that she had not been informed of the presence of gum disease, and that she had to wait several months for this specialist assessment and treatment. Mrs C felt that the lack of earlier treatment had placed her dental bridgework at increased risk.

We took independent advice from a dentist. We found that Mrs C's dental records confirmed discussions having taken place with Mrs C regarding her gum disease. We noted that Mrs C's gum health had deteriorated rapidly at the time she was referred to the periodontal specialist, and we considered this referral was appropriate. We considered that the actions of the dentist were appropriate and did not contribute to the increased risk of Mrs C losing her dental bridge. Therefore, we did not uphold Mrs C's complaint.