

SPSO decision report

Case: 201708429, Borders NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained that the care and treatment provided to her by the board was unreasonable. After having four wisdom teeth removed, Mrs C said that she suffered significant pain, but that clinicians failed to recognise this and treat her appropriately. Mrs C later required emergency care and was admitted to hospital, where she felt that clinicians were insufficiently prepared to discuss her care.

We took independent advice from a consultant oral and maxillofacial consultant (a doctor who specialises in treating diseases and injuries to the mouth, jaws, face and neck). We found that, whilst there was no doubt that Mrs C had been in a lot of pain following the removal of her wisdom teeth, the care and treatment she had received had been appropriate and reasonable. Therefore, we did not uphold this element of Mrs C's complaint. However, we did feedback to the board that they may wish to reflect on their interaction with Mrs C, as it was clear that she felt her concerns had been dismissed by them.

Mrs C also complained that the way the board dealt with her complaint was unreasonable. We found that the complaint was handled reasonably, and we did not uphold this part of Mrs C's complaint.