

SPSO decision report

Case: 201801606, Forth Valley NHS Board
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained on behalf of his wife (Mrs A). Mrs A was referred to the board by her dentist for a wisdom tooth extraction. After the procedure Mrs A experienced significant pain and other adverse symptoms. She was re-referred to the board by her dentist for further review, however, they did not identify any post-operative issues such as nerve damage, other than that the surgical site was healing slowly. Mr C complained that the dentist failed to provide thorough information about the risks associated with the wisdom tooth extraction, and that the procedure was not performed correctly.

We took independent dental advice. We found that the information and advice provided to Mrs A was clear and in line with national guidance. We also found there was no evidence to suggest the procedure was not performed correctly. We did not uphold Mr C's complaints.