

SPSO decision report

Case: 201904615, A Dentist in the Highland NHS Board area
Sector: Health
Subject: Clinical treatment / Diagnosis
Decision: not upheld, no recommendations

Summary

C underwent re-root canal treatment from the dentist in an attempt to treat an abscess (a painful swelling caused by a build-up of pus) which had formed under one of their teeth. After attempts to resolve the issue were unsuccessful, C was referred to a specialist. C complained that the re-root canal treatment was not carried out by the dentist in a reasonable manner and limited further treatment options for C.

We took independent advice from a specialist in dentistry. We found that the treatment provided was reasonable. While the treatment did not resolve the presence of C's abscess, it was not unreasonable.

As such, we did not uphold this complaint.