

Case: 201004355, Greater Glasgow and Clyde NHS Board - Acute Services Division
Sector: health
Subject: clinical treatment / diagnosis
Outcome: some upheld, recommendations

Summary

Mr C raised concerns that he was unreasonably discharged from the Glasgow Dental Hospital to his own dentist. He also felt that the hospital failed to adequately communicate with him and his dentist about the reasons for discharge and the treatment plan. We sought the opinion of our independent dental adviser who reviewed the relevant records and explained that the outstanding work required on Mr C was within the competence level of the average dentist and so the discharge decision was not unreasonable. However, the adviser explained that the information communicated to Mr C's dentist about the outstanding work did not include four teeth which were noted in the clinical record as requiring treatment but which were not included in the letter to Mr C's dentist about the outstanding treatment. We upheld this aspect of Mr C's complaint and made recommendations to the board.

Recommendations

We recommend that Greater Glasgow and Clyde NHS Board - Acute Services Division:

- ensure that Glasgow Dental Hospital revisit their records and, if necessary, contact Mr C's dentist to discuss his remaining treatment plan and any amendments required; and
- ensure that Glasgow Dental Hospital remind staff of the importance of ensuring that the outstanding treatment plan as noted in the records is accurately conveyed to the dental practitioner and, if there is any difference between the treatment plan as noted in the patient's record and the treatment plan communicated to the dentist, the reasons for this are noted on the records.