

SPSO decision report

Case: 201003711, A Dental Practice, Lothian NHS Board
Sector: health
Subject: policy/administration
Outcome: not upheld, recommendations

Summary

Ms C was given treatment for toothache by a dentist. Ms C complained that the filling was too close to the nerve and resulted in ongoing pain. In addition, she complained that she called the dental practice a few weeks later but no follow-up treatment was provided by the dentist and she had to seek further treatment from a different dentist.

Our investigation found that the first dentist had carried out a comprehensive clinical examination and that it was likely the toothache was caused by damage already done to the nerve as a result of a deep cavity. Furthermore, we did not find any evidence to support Ms C's position that she had contacted the dentist after the initial treatment. We did, however, make a recommendation to the first dentist about record-keeping.

Recommendations

We recommended that the practice:
ensures that more detailed information is noted in the patient's clinical records in relation to presenting symptoms and treatment given.