

**Case:** 201100765, A Dental Practice, Lothian NHS Board  
**Sector:** health  
**Subject:** clinical treatment / diagnosis  
**Outcome:** upheld, no recommendations

### Summary

Ms C complained that her dentist failed to provide appropriate treatment over a two year period. She had raised repeated concerns about pain and sensitivity in her teeth and asked the dentist to take x-rays. The dentist said that this was not required as x-rays had been taken two years previously. She put Ms C's sensitivity down to gingivitis and gum recession.

Ms C sought a second opinion from another dentist. X-rays were taken and showed that she had an abscess and tooth decay. She complained that her own dentist should have diagnosed this.

We found that there was a difference of opinion between Ms C and the dentist as to what information she had provided about her symptoms. The dentist's examination was suitable for a complaint of sensitivity, but not for a complaint of severe pain as described by Ms C. We were compelled, however, by the fact that Ms C sought a second opinion straight after one of her appointments and was found to have a well-developed abscess. We concluded that, on the balance of probabilities, Ms C provided details of her symptoms and the dentist should have taken diagnostic x-rays.