

SPSO decision report

Case: 201104023, A Dentist in the Lanarkshire NHS Board area
Sector: health
Subject: communication, staff attitude, dignity, confidentiality
Outcome: not upheld, no recommendations

Summary

Mrs C complained that a dentist did not give her enough information about the treatment options available, and the costs, which she said resulted in her being treated as a private patient rather than by the NHS.

After taking independent advice from our dental adviser, our investigation found that the medical records showed that Mrs C was informed of the options and received a written estimate for the cost of her treatment. Our adviser said that she had received the appropriate treatment and that from his examination of the records, he believed she had consented to the treatment being provided privately. The dentist had clearly and correctly explained the treatment options, and that the treatment she wanted could not be provided on the NHS without a six month delay. The adviser also said there was no guarantee that the dentist could have provided it in that way, as he would first have had to obtain NHS permission to do so.