

SPSO decision report

Case: 201608073, A Dental Practice in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mrs C complained to us on behalf of her husband (Mr A) about dental treatment he had received from the practice. Mr A went to his dentist regarding a tooth that was causing him pain. The tooth was x-rayed and subsequently filled. Mr A experienced severe pain overnight after having the filling, and booked an emergency appointment for the following day. At the appointment, Mr A was seen by a different dentist. The dentist performed an extraction of the tooth. Mr A complained to the practice and said that he did not consent to having his tooth extracted. Mr A said he had discussed with his previous dentist that if the filling was not effective, then a root treatment would be the next course of action. Mr A said he would not have wanted his tooth extracted because there was already a missing tooth next to it. Mr A also complained that he had been told the level of bleeding he experienced was normal and he did not agree with this.

We took independent advice from a dentist and found that the dental records indicated that the dentist did consult with and obtain consent from Mr A. The adviser also confirmed that Mr A was correctly advised regarding bleeding. As a result of Mr A's complaint, the practice have included the extraction of wisdom teeth in the list of procedures that require written consent. Our investigation found that the practice did not fail to obtain consent to extract Mr A's tooth and that they correctly advised him regarding the level of bleeding following a tooth extraction. We therefore did not uphold the complaints.