

SPSO decision report



Case: 201810422, A Dentist in the Greater Glasgow and Clyde NHS Board area
Sector: health
Subject: clinical treatment / diagnosis
Decision: not upheld, no recommendations

Summary

Mr C complained about the dental treatment which his wife (Mrs A) received from her dentist. The dentist that examined Mrs A had said that there was decay in one of her teeth and that the existing crown should be removed; the decay treated; and a new crown fitted. An estimate was given for the potential costs of the treatment and/or crown, either on the NHS or as a private patient. Mrs A decided to take time to think about the matter and in the interim she increased her dental insurance cover should she have to pay a higher cost for the replacement crown. Mrs A then attended another dentist who said that there was no decay and that remedial work was not required. Mr C felt that the dentist was wrong to state that the tooth had decay and needed treatment, and as a result Mrs A had incurred extra costs.

We took independent advice from a dentist. We found that the dental treatment Mrs A received was reasonable and in line with accepted practice. Dental radiographs confirmed that there was decay in the tooth and that the existing crown did require to be removed to allow the decay to be treated. A new crown would then be required. We did not uphold the complaint.