

## SPSO decision report

**Case:** 201900994, A Dentist in the Highland NHS Board area Health  
**Sector:** Clinical treatment / Diagnosis  
**Subject:** not upheld, no recommendations  
**Decision:**

### Summary

Following the extraction of a wisdom tooth in hospital, C's follow-up care was undertaken by their family health service dentist. C suffered altered sensation following the tooth extraction. Over the course of eight months, C arranged three consultations with their dentist at which the altered sensation was discussed. C was concerned that the dentist's actions had not addressed the altered sensation and raised complaints about this with them and, subsequently, with this office.

We took independent advice from a dentist. We found that the dentist provided reasonable care to C and did not uphold the complaint.

*When this report was first published on 21 September 2022, it was incorrectly categorised as being about a medical practice. This was due to an administrative error which we discovered on 20 October 2022, and for which we apologise.*