

SPSO decision report



Case: 201901110, Greater Glasgow and Clyde NHS Board - Acute Services Division

Sector: Health

Subject: Clinical treatment / diagnosis

Decision: not upheld, no recommendations

Summary

C complained that the board has been unable to provide them with dentures that fit and function. They said that their ill-fitting and ill-functioning dentures have had a significant impact on them and affected many aspects of their life. C felt that staff have not listened to their concerns or treated them appropriately. C also advised that they consider that they require dental implant treatment to assist with denture use.

The board said that C has had intensive support over a number of years regarding their denture use and has exhausted treatment options and assistance within the secondary care setting. They confirmed that C's concerns have been reviewed by consultants and implants are not an essential requirement of being able to retain dentures. The denture technique which has been used should make adaption to wearing dentures easier for C and whilst it is recognised that this can be challenging initially, persistence is required for success. Furthermore, the board advised that C does not meet the criteria for dental implant treatment.

We took independent advice from a dental adviser. We found that C's dental records show that consultants at the board had made a lot of effort in providing several sets of dentures to C and there were no other treatment options that the board should have considered or offered. Therefore, it was reasonable for the board to assert that they have exhausted treatment options and assistance in relation to this matter within the secondary care setting. As such, we did not uphold the complaint.

However, we recognised that there had been some concerns regarding communication and provided feedback to the board for future learning and improvement.