

Table 1

Western Isles NHS Board Area

Complaints Received by Subject		A Dentist or Dental Practice	Western Isles NHS Board	Western Isles NHS Board Area Total	Complaints as % of total	Sector Total	Complaints as % of total	
2009-10	Admission, discharge & transfer procedures	0	0	0	0%	15	2%	
	Appliances, equipment & premises	0	0	0	0%	1	0%	
	Appointments/admissions (delay, cancellation, waiting lists)	0	1	1	17%	48	6%	
	Clinical treatment/diagnosis	0	4	4	67%	413	48%	
	Communication, staff attitude, dignity, confidentiality	0	0	0	0%	91	11%	
	Complaints by NHS staff	0	0	0	0%	2	0%	
	Complaints handling	0	0	0	0%	20	2%	
	Continuing care	0	0	0	0%	1	0%	
	Failure to send ambulance/delay in sending ambulance	0	0	0	0%	6	1%	
	Hygiene, cleanliness & infection control	0	0	0	0%	6	1%	
	Lists	0	0	0	0%	7	1%	
	Lists (incl difficulty registering and removal from lists)	0	0	0	0%	1	0%	
	Nurses/nursing Care	0	0	0	0%	10	1%	
	Other	0	0	0	0%	2	0%	
	Policy/administration	0	0	0	0%	156	18%	
	Record keeping	0	0	0	0%	7	1%	
	Out of jurisdiction	0	1	1	17%	3	0%	
	Subject unknown	0	0	0	0%	68	8%	
	Total		0	6	6		857	
	2010-11	Admission, discharge & transfer procedures	0	0	0	0%	9	1%
Appliances, equipment & premises		0	0	0	0%	5	1%	
Appointments/Admissions (delay, cancellation, waiting lists)		0	0	0	0%	35	4%	
Clinical treatment / Diagnosis		1	8	9	75%	402	45%	
Communication, staff attitude, dignity, confidentiality		0	1	1	8%	64	7%	
Complaints handling		0	0	0	0%	27	3%	
Continuing care		0	0	0	0%	3	0%	
Failure to send ambulance/delay in sending ambulance		0	0	0	0%	1	0%	
Hotel services - food, laundry etc		0	0	0	0%	4	0%	
Hygiene, cleanliness & infection control		0	0	0	0%	1	0%	
Lists (incl difficulty registering and removal from lists)		0	0	0	0%	20	2%	
Nurses / Nursing Care		0	0	0	0%	13	1%	
Other		0	0	0	0%	8	1%	
Policy/administration		0	1	1	8%	143	16%	
Record Keeping		0	0	0	0%	10	1%	
Out Of Jurisdiction		0	0	0	0%	1	0%	
Subject Unknown		0	1	1	8%	142	16%	
Total		1	11	12		888		

Table 2

Western Isles NHS Board Area

Complaints Determined by Outcome		Western Isles NHS Board Area			
		A Dentist or Dental Practice	Western Isles NHS Board	Western Isles NHS Board Area Total	Sector Total
2009-10	Discontinued before investigation	0	1	1	176
	Discretionary decision not to pursue	0	0	0	1
	Other	0	0	0	7
	Out of jurisdiction	0	0	0	60
	Premature	0	1	1	319
	Determined after detailed consideration	0	4	4	314
	Report issued: fully upheld	0	0	0	33
	Report issued: not upheld	0	0	0	9
	Report issued: partially upheld	0	1	1	32
Total	0	7	7	951	
2010-11	Premature	0	0	0	260
	Out of Jurisdiction	0	1	1	59
	Outcome Not Achievable	0	1	1	25
	No Decision Reached	1	4	5	268
	Fully Upheld	1	2	3	65
	Partly Upheld	0	1	1	50
	Not Upheld	0	2	2	113
	Total	2	11	13	840

Western Isles NHS Board (Dentist)

Published	Case Ref.	Summary	Overall Report Decision	Recommendation(s)
19/05/2010	200802564	in October and November 2008, the Dentist provided Ms C with an inadequate level of treatment (upheld).	upheld	(i) apologises to Ms C for the failings identified in this report; (ii) reflects on the adviser's comments in regard to her technique in root canal treatment, in particular, in relation to working length calculation and the use of a rubber dam; and (iii) reflects on the adviser's comments with regard to record-keeping.