

[Inquiry into Orthodontic Services in Wales](#)

Evidence from an individual – OS 02

Hi

I would like to share the story of my daughters Orthodontic Treatment with you, in fact I would be delighted.

Two and a half years ago my daughter was referred to an Orthodontist as she was missing two teeth. Her treatment went on for nearly two years, she wore braces. When the braces were removed we began looking into the options available to her to fill the gaps, her Orthodontist recommended someone we could see privately to discuss Implants.

(At this point her temporary teeth on a plate looked fine however the x-rays revealed that the roots were horrendous.)

During this appointment it was discovered the treatment my daughter had had over the previous two years was not just unsatisfactory it was appalling and had been a complete waste of time. This chap offered to get in touch with the Clinic who had carried out the treatment and we were then referred to the Royal Gwent Hospital where they confirmed that my daughters treatment would have to be done all over again.

I then had a battle of wills with the Health Board over who would carry out the treatment, I wanted a Consultant but although I tried everything they insisted I see an Orthodontist of their choice.

Last week my daughter saw this Orthodontist and after the examination and I had explained our saga I asked if she would be happy to take my daughter on to which she replied that 'it was some considerable years since she had carried out this type of work but she was qualified and she could email regularly with the Private chap we had seen so he could check it was ok.' I explained that we had seen him once for information and that no

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arrangements had been made at present for further treatment. Then she said that she was sure the results after the treatment would be 'satisfactory' and when I said wanted them perfect she replied that she wanted to be 'six foot and blonde and unfortunately life wasn't like that.'

As you can imagine my daughter was mortified and we weren't instilled with confidence, we left to think about things.

I was at a total loss as to what to do so arranged another Private appointment with the same chap in the hope he could point us in the right direction. He is currently looking into this matter for me.

Sadly if he doesn't manage to come up with a solution I will be left no alternative but to have the treatment done privately and claim the costs through the courts. This is not an option I wanted to take as I am a very private person and having to go through the legal channels and having to drag the Orthodontists who are involved through it as well horrifies me but I feel I have no alternative.

I have seen four Orthodontic Consultants all of whom say that due to the complexity of the treatment needed it should be done by a Consultant but the Health board seem to disagree.

This is just an outline of the story but I'm sure you get an idea of what my daughter has been through and has to look forward to, she is studying for her A Levels and could do without the stress this is causing.

I look forward to receiving your comments.

Many thanks

National Assembly for Wales  
[Health and Social Care Committee](#)

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Kim Malpas (Mrs)