

Was Not Brought

Child aged 0-17 years¹

(where no child protection plan is in place*)

Receptionist to:

- Telephone parent within 24 hrs
- Ask if any special reason why was not brought
- Offer new appointment
- Listen and document if any obvious worries about the planned treatment, offer further discussion with dental nurse or dentist if necessary.

WNB1

Phone contact made and appointment rebooked

Send letter **CYP_WNB_letter1_rebooked** to home address.

Use template note **WNB1** to document actions taken.

WNB2

No reply to phone call after 2 attempts at different times

Send **CYP_WNB_letter2_to_parent** to home address.

Use template note **WNB2** to document actions taken.

AWAIT RESPONSE

WNB3

Parent contacts within 3 weeks:

- Ask if any special reason why not brought
- Offer new appointment
- Listen and document if any obvious worries about the planned treatment, offer further discussion with dental nurse or dentist if necessary.
- Send letter **CYP_WNB_letter3_rebooked** to home address

Use template note **WNB3** to document actions taken.

WNB4

No response within 3 weeks:

- Inform clinician
- Clinician to review records and assess risk of harm
- Consider sharing information with referring dentist, other health professional² or local children services, and GP
- Send letter to GP **CYP_WNB_letter4_to_GP**, first completing concerns and adding information on any other known vulnerabilities, copying in others as decided
- Archive record OR decide on further action required.

Use template note **WNB4** to document actions taken.

Multiple cancellations or repeated WNBs with rebooking or no response to recall letter

Treat as WNB4

Make a note to discuss with parent at next visit
Use template note **WNB4** to document actions taken.

* or equivalent in Scotland, Wales and Northern Ireland

¹ Includes all children and young people up to 18th birthday

² This may include health visitor, school nurse or paediatrician

WITH THANKS TO