Was Not Brought

Child aged 0-17 years
Children who are the subject of a child protection plan or who are looked after (CPP[1]/LAC[2])

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 **WNB_CPP/LAC_letter1_rebooked** to home address and copy to social worker

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

WNB2

No reply to phone call after 2 attempts at different times

Send **WNB_CPP/LAC_letter2_ to parents/carer** and copy to social worker

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

AWAIT RESPONSE

WNB3

Parent/social worker contacts within 3 weeks:

- 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 **WNB_CPP/LAC_letter3_rebooked** to home address and copy to social worker

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

WNB4

No response within 3 weeks:

- Inform clinician
- Clinician to review records
- ALWAYS share information by sending **WNB_CPP/LAC_letter4_concerns to social worker** to social worker and copy to GP (and other professionals if applicable[3])

Use template note **WNB4 pink** to document actions

AWAIT RESPONSE

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

Treat as **WNB4**
Use template note **WNB4 pink** to document actions taken

WNB5

In the unlikely event of no response within 3 weeks or if a suitable timely plan cannot be agreed:

- Escalate to your organisation's Named Professionals for Safeguarding to follow up

Use template note **WNB5 pink** to document actions taken

1 CPP: children subject to a Child Protection Plan
2 LAC: looked after children
3 This may include health visitor, school nurse or paediatrician.