Was Not Brought

Child aged 0-17† years
receiving orthodontic assessment or treatment

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 WNB-CYP-O_letter1_rebooked to home address
Use template note WNB1-O to document actions taken

WNB2
No reply to phone call after 2 attempts at different times
Send WNB-CYP-O_letter2_to parent to home address
Use template note WNB2-O to document actions taken

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-CYP-O_letter3_rebooked to home address
Use template note WNB3-O to document actions taken

WNB4
No response within 3 weeks:
- Inform clinician
- Clinician to review records
- Consider sharing information with referring dentist, other health professional² or social worker, and GP
- Send letter WNB-CYP-O_letter4_concerns to GP 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-O to document actions taken

Multiple cancellations or repeated WNBs with rebooking
Treat as WNB4
Make a note to discuss with parent at next visit
Use template note WNB4-O to document actions taken

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1 Indicates all children and young people up to 18th birthday
2 This may include health visitor, school nurse or paediatrician

WITH THANKS TO

Sheffield Teaching Hospitals
NHS Foundation Trust

NHS

BOS
British Orthodontic Society

BDA
British Dental Association