

Was Not Brought

Child aged 0-17¹ 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.

WNB 1

Phone contact made and appointment rebooked

Send **WNB-CYP-O_letter1_rebooked** to home address

Use template note **WNB1-O** to document actions taken

WNB 2

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

AWAIT RESPONSE

WNB 3

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

WNB 4

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

1 Includes all children and young people up to 18th birthday
2 This may include health visitor, school nurse or paediatrician
Please consult the 'pink pathway' for children who are the subject of a child protection plan or who are looked after

WITH THANKS TO