Was Not Brought

Child aged 0-17 years[^1]
(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.

**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 professional[^2] 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.

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[^1]: Child aged 0-17 years
[^2]: or equivalent in Scotland, Wales and Northern Ireland
[^*]: Includes all children and young people up to 18th birthday
[^2]: This may include health visitor, school nurse or paediatrician

WITH THANKS TO

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