Was Not Brought

Child aged 0-17 years
Children who are the subject of a child protection plan or who are looked after (CPP¹/LAC²)

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

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 applicable³)
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

WITH THANKS TO

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