WNB\_AAR\_letter1&3\_rebooked (sent to residential address)

[Insert name]/ Carer of [insert name]

[Address]

[Date]

Dear [Insert name]/ Carer of [insert name]

According to our records, [the person named above was not brought/ you did not attend] for [their/your] dental appointment on [insert date of last appointment].

The reason for the appointment was:

☐ dental examination (check up)

☐ dental treatment recommended by your dentist

We have spoken with you and arranged an appointment on **[date and time of next appointment].** Please contact us immediately to rearrange it if the date or time is not convenient.

Regular dental care is important for everyone. It helps prevent problems which could cause dental pain and infection.

Health professionals are required to share information about missed appointments and repeated cancellations for the benefit and safeguarding of adults at risk. Other people we may inform of any concerns include the doctor (GP), social workers or other professionals.

Yours sincerely,

Dental Nurse

WNB\_AAR\_letter2\_to residential address

[Insert name]/ Carer of [insert name]

[Address]

[Date]

Dear [Insert name]/ Carer of [insert name]

According to our records, [the person named above was not brought/ you did not attend] for [their/your] dental appointment on [insert date of last appointment].

The reason for the appointment was:

☐ dental examination (check up)

☐ dental treatment recommended by your dentist

We have tried to contact you by telephone to rearrange the appointment but have been unable to reach you. **Please contact the clinic as soon as possible to make a further appointment.** You may also want to let us know if there was a special reason [they were not brought/ you did not attend].

Regular dental care is important for everyone. It helps prevent problems which could cause dental pain and infection.

**If we do not hear from you within three weeks we may not send any further appointments** in accordance with our policy. Health professionals are required to share information about missed appointments and repeated cancellations for the benefit and safeguarding of adults at risk. People we may inform of any concerns include the doctor (GP), social workers or other professionals.

We hope that you will arrange a further appointment at your earliest convenience.

Yours sincerely,

Dental Nurse

WNB\_AAR\_letter4\_concerns to GP +/- other professionals

[Insert name]/ Carer of [insert name]

[Address]

[Date]

Dear Doctor,

Re: [Name; DOB; Address; Telephone]

We understand that the above adult at risk is registered at your practice. In accordance with current safeguarding adult guidance, we are writing to you in order to share information regarding missed dental appointments or repeated cancelled appointments.

Our concerns in this case are as follows [dentist to delete or ~~strikethrough~~ any not applicable]:

* missed dental examination (check up) appointment and no response to our telephone call and letter
* missed appointment for recommended dental treatment and no response to our telephone call and letter
* repeated missed appointments
* repeated cancelled appointments
* untreated decayed teeth at risk of pain and/or infection
* attends our special care dentistry service because of significant medical or other needs that affect the provision of dental care
* any other concerns (insert here): ………………………………………………………………

………………………………………………………………………………………………………

………………………………………………………………………………………………………

We would welcome working together with you to promote this person’s health and wellbeing. You may be able to help by checking their contact details and informing us of any change, by encouraging them to make a further appointment when you next have contact with them or informing other professionals working with them if you feel it appropriate in the context of other information that you hold on this person. If you know of any other safeguarding concerns, please do not hesitate to contact us so we can discuss if any further action is necessary.

At this point we have not arranged any further appointments but we are still willing to arrange a further appointment if contact is made in the near future. Thank you for any assistance you are able to give.

Yours sincerely,

Dentist in Special Care Dentistry

Copied to: