**WNB**

**Child aged 0-17**

**PINK PATHWAY (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

**No reply to phone call after 2 attempts WNB2 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

**Phone contact made and appointment WNB1**

**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

**AWAIT RESPONSE**

**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

**AWAIT RESPONSE**

**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

1 CPP: children subject to a Child Protection Plan

2 LAC: looked after children

3 This may include health visitor, school nurse or paediatrician

**Multiple cancellations**

 **or repeated WNBs with rebooking**

 **or no response to recall letter**

Treat as WNB4

Use template note WNB4 to document actions taken