**Child aged 0-17 years1**

(where no child protection plan is in place\*)

# Receptionist to:

**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.

**WNB2**

**Phone contact made and appointment rebooked**

Send letter **CYP\_WNB\_letter1\_rebooked**

to home address.

Use template note **WNB1** to document actions taken.

**WNB1**

**Was Not Brought**

* 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.

**AWAIT RESPONSE**

**No response within 3 weeks:**

* Inform clinician
* Clinician to review records and assess risk of harm
* Consider sharing information with referring dentist, other health professional2 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.

**WNB4**

**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.

**WNB3**

\* or equivalent in Scotland, Wales and Northern Ireland

**Treat as WNB4**

Make a note to discuss with parent at next visit

Use template note **WNB4** to document actions taken.

**Multiple cancellations or repeated WNBs with rebooking or no response to recall letter**

1 Includes all children and young people up to 18th birthday 2 This may include health visitor, school nurse or paediatrician



WITH THANKS TO

**Sheffield Teaching Hospitals**

**NHS Foundation Trust**

***Health Education England***