

## Failed Appointments Policy (including WNB)

### Why we have this Policy

At our practice we will endeavour to manage our appointments system to avoid delays in appointment times and minimise loss of surgery time through cancellations and failed appointments.

#### In this practice we

- Communicate with patients in a courteous, friendly, professional manner.
- Make sure that patients receive full information about our services, their treatment and its cost
- Ensure that patients should have to wait no longer than 15 minutes to be seen. Where there is a further delay, we will explain the reasons.
- Remind patients of their appointment by phone or by text
- Provide as much notice as possible when appointments have to be changed or cancelled and explain the reasons when possible.

#### In return, we would like you to

- Participate in your dental treatment, particularly any advice about prevention and diet that we have asked you to continue at home
- Arrive on time for your appointment. Please give the practice at least 24 hours notice if you are unable to keep your appointment.
- Advise us of any changes to your contact details (address, telephone numbers, email) to help us keep our records up to date and ensure that we are able to contact you

#### Was Not Brought

The term “Was Not Brought” (WNB) is used in place of “Did Not Attend” (DNA) to reflect a safeguarding perspective for children and young people.

It highlights that the responsibility for attending appointments lies with the adult caregiver, not the child.

When a child is “Was Not Brought”, it signifies that the adult responsible for the child failed to take them to a scheduled appointment, potentially resulting in a missed opportunity to address medical, dental, or developmental needs.

This could indicate possible medical neglect, particularly if the missed appointments are repeated and there is no reasonable explanation provided.

The terminology change aims to:

- Shift focus from blaming the child to examining the responsibilities of caregivers.
- Emphasise the safeguarding risks involved, as failure to attend may have serious consequences for the child's health and well-being.
- Encourage healthcare professionals to assess patterns of non-attendance and, if appropriate, Follow up with safeguarding teams or child protection services to ensure the child's safety.

This approach reflects the commitment of healthcare providers to priorities the welfare of children and prevent neglect through proactive identification and intervention.

***"If you are unable to keep your appointment please let us know as soon as possible so that we can use the appointment for another patient.***

***If you miss more than 2 appointments and give less than 24 hours' notice;***

***We may not be able to complete your treatment or offer you NHS care in the future"***

Your dentist can terminate your treatment if you miss your appointment without letting the dental surgery know. You may then need to pay again for a new course of treatment.