

# Was not brought (WNB) to health appointment guidance (previously DNA)

**Hospital letter received from secondary care / allied health services** (CAHMS, Audiology, Physio, SALT, dentistry etc)  
**Primary care appointments, chronic disease monitoring, immunisations etc**

**Code the letter on EMIS** (if from secondary care), or the failed encounter if it was a primary care appointment  
**Use the code - Child not brought to appointment 9Nz1**  
**Record a safeguarding review using points below**

**Please consider:** Are there any safeguarding concerns or indicators of neglect?  
Is the child under social services? (either CIN or on a S47 plan?)  
Have there been multiple WNBs, repeat cancellations or rebooking causing unnecessary delays  
Are there MH, DV, substance misuse etc issues at home that may be compromising parenting?  
**Questions answer Yes?**

No

Practice to contact the family, to be decided on a case by case basis but could include:

- Admin to call
- Doctor to call
- Text / Letter

Yes

**Under 5?** Bring to UPP HV meeting to discuss with colleagues and health visitor.

**Over 5?** Share with school nursing?  
Consider an early help referral  
Review in 2-6 weeks

If the threshold of significant harm is met (whether by multiple WNB resulting in medical neglect or WNB being amongst other safeguarding concerns you will need to refer to MASH)

**Child under social services?**  
–Inform allocated social worker

Do they need re-referral for the original complaint?  
If so- action

If you have concerns its useful to inform other agencies- secondary care/ CAMHS/ school etc. You may need a team around the child meeting. Safeguarding can help to arrange this so please inform us.