

# What happens when a child is not brought to their health appointment?

## Information for children, parents and carers

Many children (and some adults) are reliant on their parent(s) or carer(s) to take them to meetings or appointments that relate to their health. Sometimes they are not taken and this is recorded on file as 'was not brought'.

This leaflet explains the guidance that professionals working in the City of London and Hackney follow when a child is **not brought** to their health appointment.

## Why is it a concern when a child is not brought to their appointment?

When a child is not brought to their appointment it can be because parents or carers have forgotten or the child has multiple appointments which are difficult to co-ordinate. It may also be because you have not been given enough information about the appointment.

When a child misses an appointment, professionals must always consider the impact on a child's overall safety, health and wellbeing.

Missed health appointments are sometimes a factor in cases when a child has come to harm, for example in cases where children have suffered from neglect.

## What should I do if I can't bring my child to their appointment?

Tell the health professional e.g. GP, Health Visitor, Paediatrician your child normally sees as soon as possible if you are unable to bring them to their appointment. We can give you another appointment at a more convenient time.

If you feel there are too many appointments being offered for your child's care and it is hard to attend all of them or the times clash, please discuss this with your health professional.

## What happens if a child is not brought to their appointment?

We may contact you to ask why the child was not brought to their appointment, and offer another appointment if appropriate. We may also contact other health professionals involved in your child's care.

Each organisation has its own individual guidance, however the missed appointment will be recorded on file as 'Was not Brought' as this will remind the practitioner to consider the reasons why a child was not brought and to think about what this may mean for their care e.g. medication running out, untreated illness, missed review of their health.

If there have been previous missed appointments, and we have concerns about the impact on your child's health and wellbeing or the child has a Social Worker, then we may speak to other professionals regarding the child's care, including Children's Services. This may be to either request some additional support for the child/family or to share our concerns about the impact of the missed appointments on the child.

## **How can I make a comment about my child's treatment?**

We welcome all suggestions for improving our services. If you would like to raise a complaint, compliment or concern about your child's treatment please contact the Patient Advisory Service of the health service who provided the care and/ or treatment and they will be able to provide you with information and advice.

## **Further information and support:**

### **Hackney Multi-Agency Safeguarding Hub (MASH)**

0208 3565500 or [MASH@hackney.gov.uk](mailto:MASH@hackney.gov.uk)

Outside 9am to 5pm contact the Emergency Duty Team on 0208 3562710

### **City of London Children & Families Team**

0207 3323621 or [children.duty@cityoflondon.gov.uk](mailto:children.duty@cityoflondon.gov.uk)

Outside 9am to 5pm contact the Emergency Duty Team on 0208 3562710

### **NHS North East London**

020 8221 5500 or [nelondonicb.enquiries@nhs.net](mailto:nelondonicb.enquiries@nhs.net)

[www.northeastlondon.icb.nhs.uk](http://www.northeastlondon.icb.nhs.uk)

### **City and Hackney Safeguarding Children Partnership**

[www.chscp.org.uk](http://www.chscp.org.uk)

## **Accessibility statement**

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We will consider your request and get back to you in the next five working days.