**Procedure for Managing Missed Health Appointments for Specialist Community Health Services**

**Group of Staff covered by this procedure**

This procedure applies to all Swindon Borough Council (SBC) staff working in the Paediatric Speech and Language Therapy, Paediatric Therapy and the Children’s Complex and Continuing Health Care Services.

**Purpose of this Procedure**

The purpose of this procedure is to ensure that there is a clear process that shows all staff working in the specialist community health services what they must do in the event of a child or young person not being brought for an appointment or if there is a no access visit.

This procedure aims to ensure that the information about missed health appointments is shared appropriately and in a timely way with the other services and agencies involved in providing a child or young person with care and support. This is to ensure children and young people are able to access health care and support that they require.

There is a statutory duty on all SBC staff to safeguard children under the children Act (1989) and to ensure that all staff are meeting the requirements of Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children, HM Government (2015). This procedure must be followed in association with the policies, procedures and guidance in the Swindon Children, Families and Community Health Procedure Manual available at http://swindonchildcare.proceduresonline.com/

Recent research and many serious case reviews have identified both missed health appointments and frequently cancelled health appointments as being a significant indicator of risk to a child or young person.

**All staff must contact their supervisor, line manager or the Named Nurse for Safeguarding if they are concerned or need further advice. For Children Looked After, the Designated Nurse Children Looked After must be informed of all missed appointments as soon as possible and within 48 hours.**

**The contact details of the named Nurse for Safeguarding and Designated Nurse Children Looked After are**

**Named Nurse for Safeguarding - Telephone: 01793 463497**

**Designated Nurse Children Looked After – Telephone: 01793 464334**

The flow chart below outlines the steps that must be taken by all staff working in the specialist community health services when children miss appointments or there is no access for planned home visits.

**Procedure Pathway for Missed Health Appointments and Planned No Access Visit for SBC Specialist Community Health Services**

**New Referral**

**Known or suspected Safeguarding Concerns**

**Follow Up**

**No known Safeguarding Concerns**

**Follow Up**

**Known or suspected Safeguarding Concerns**

**New Referral**

**No known Safeguarding Concerns**

Phone referrer and or GP to discuss concerns and either offer another appointment or discharge informing GP and referrer and parent or carer.

Consider safeguarding referral and contact named nurse for safeguarding or LAC Nurse as required

Copy in Health Visitor and or School Nurse.

Consider impact of missed care on child or young person. If treatment required offer another appointment

Contact referrer and parent or carer to agree review and to reinforce need for attendance

Consider safeguarding referral and contact named nurse for safeguarding or LAC Nurse as required

Copy in Health Visitor and or School Nurse.

Consider impact of missed care on child or young person. If treatment required offer another appointment or write to referrer and parent or carer to request review assessment and re referral as required

Write to referrer and parent or carer to request review assessment and re referral as required

Check Capita 1 for social worker details and if has a social worker inform social worker of non-attendance as soon as possible and in writing within 48 hours

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Record on Significant Event Chronology

Record all actions in child or young person’s records

Record on Capita –use DNA code until system updated

Record in supervision records as required

**Review**

This procedure will be due for review as SBC policies and procedures are updated and in March 2019 routinely.

**References**

The Children Act (1989), <http://www.legislation.gov.uk/ukpga/1989/41/contents>

Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children, HM Government (2015), https://www.gov.uk/government/publications/working-together-to-safeguard-children--2

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