

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

We welcome all suggestions for improving our service. If you would like to raise a complaint, compliment or concern about the child's treatment please contact the customer care team 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

### Hampshire Children's Services

Tel: 0300 555 1384

### Isle of Wight Children's Services

Tel: 0300 300 0117

### Southampton Children's Services

Tel: 023 8083 3336

### Portsmouth Children's Services

Tel: 0845 671 0271

Tel: 0300 555 1373 (out of hours)

### National Society for the Prevention of Cruelty to Children (NSPCC)

0808 800 5000

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

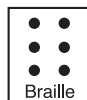
### Family Rights Group

0808 801 0366 [www.frg.org.uk](http://www.frg.org.uk)

For a translation of this document, an interpreter or a version in

large print

or



Braille

or



please contact

NHS West Hampshire CCG

☎ 0800 456 1633



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



Information for children, parents and carers



**This leaflet explains the Local Safeguarding Children Board's guidance we 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 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 the child to their appointment?**

Tell us as soon as possible if you are unable to bring the child to their appointment. We can give you another appointment at a more convenient time.

## **What happens if the 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 the child's care.

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.

