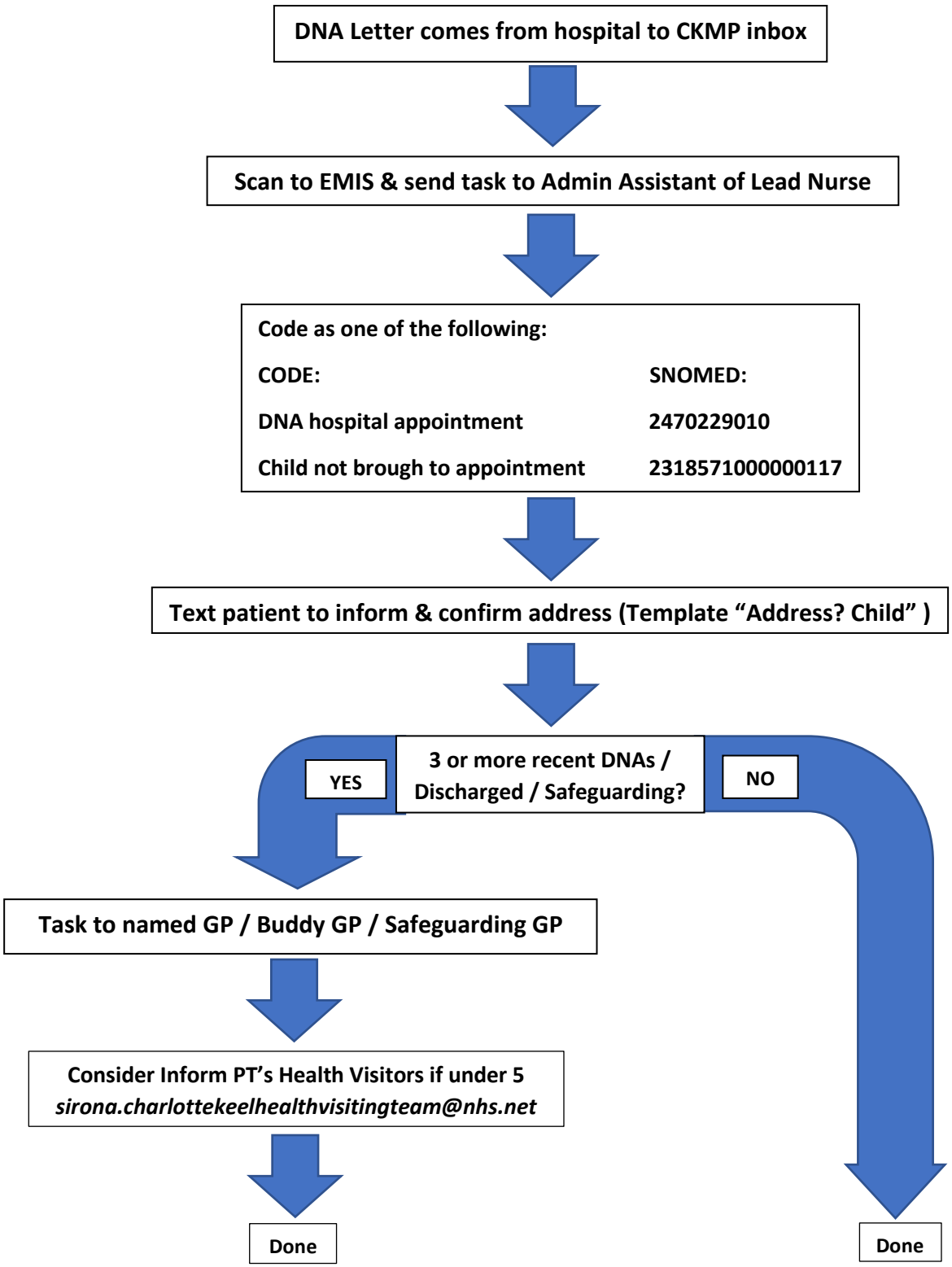SOP: Children under 16 who DNA hospital appointments