

## Charlotte Keel Medical Practice

### Laboratory test due recalls SOP

1. Run monthly recall list (automatically run on 1<sup>st</sup> of every month) looking for recalls in the previous month. This is a mop up recall from old system where patients have not yet got the Ardens diary recall on.
2. Go into patient record and check if either:
  - a. If there is a **problem heading** that states that a blood test (or urine, ECG, wt/ht/BMI) needs to be done and at what interval. Then check in investigations as to whether that test has been done in the correct timescale. If the test needs doing then send text message using 'lab test due' text template – add the self-book link and choose F2F appointment and add appropriate slot type eg 'ECG – HCA'. If multiple tests need doing it may be easier to phone patient and book in appropriate HCA appointment. Complete lab test due recall and add the tests due using the Ardens diary recall.
  - b. If there is **no problem heading** that states what blood needs to be done, it may be that the patient requires a one-off blood test, so go to investigations and see if there is a blood test that has a comment against it to repeat at a certain point in the future.
    - i. If the test has been done already and does not need repeating – complete the lab test recall
    - ii. If a blood test needs doing send text message using text template 'lab test due'. You will need to add a self book link for F2F appointment choosing the 'Bloods over 16 HCA' slot type or if under 16 choose 'Bloods under 16s HCA' slot type. Complete the lab test due recall and add the blood test due using the Ardens blood diary recall.
  - c. **Non-responders.** Check how many times the patient has been contacted to make an appointment in care history and consultations for the repeat test. If it is clear that the patient has been contacted twice and has not made an appointment/had the test done, please contact the GP/nurse who requested the test and advise them that the patient has not responded to 2 invitations. The GP/nurse should advise you what to do. If they do not want the patient to be contacted again then delete the recall.
3. Rerun recall list and it should be 0.

Revised 08/10/19 HJG/LDT, revised LDT Apr-23

Change register

14/08/25 RH agreed to extend 3 months due to being consumed by recall practices SOP.