



Patient Recall Standard Operating Procedure

Version:	Owner:	Created:
1.0	Jodie Godfrey Danielle Townsend & Claudia Filipe	October 25
Published	Approving Director	Review Date
07/09/2026	Rhys Hancock (Director of Nursing, AHPs and Governance)	07/09/2027

Contents

What is a recall

List of recalls completed & link to individual recall process

What is a recall

The patient recall refers to a system where patients are proactively contacted by the practice to schedule appointments for various reasons, including screenings, vaccinations, and reviews of long-term conditions. This system aims to improve patient health outcomes, prevent disease progression, and reduce strain on the healthcare system.

Instead of waiting for patients to book appointments, a recall system proactively contacts patients based on pre-defined criteria, like age, specific conditions, or recommended screenings.

Ensuring patients attend for their appointments improves health outcomes, prevents and manages chronic conditions to reduce admission to secondary care. Helps support cost effective health care system, promotes patient engagement and supports our patients whom we know struggle to engage and in an area of high health inequalities.

Recalls completed within the practice

Ardens recalls - Long term condition & Lab test due



SOP 73 ARDENS
Recalls Admin Proce

Cervical screening



Cervical smear
recalls process.docx

Patient recall SOP

Childhood vaccinations & Teens (missed imms)



Child & Teen Imms
recall process.docx

Pertussis recall



Pregnancy Pertussis
Recall SOP - Mar-23.

NHS health check



NHS Health Check
SOP - Mar-23.docx

Post natal check



New Baby and Post
Natal Administration

Depo- Provera – contraception



Depo provera recall
process.docx

Implant due for change



Implant renewal
removal recall proce

Coil due for change



Coil renewal
removal recall proce

Patient recall SOP

Shingles vaccines



Shingle recall
instruction process.

Pneumonia vaccines – at risk



Pneumo at risk
vaccine recall process

Shingles Recall instructions



Shingles recall
instruction process.

Splenic dysfunction vaccines



SOP 3 Recall
process & Asplenia

Renal Hep B



Hep b renal & at
risk vaccine recall process

LHRH hormone (prostate and others) injection recall process



LHRH hormone
(prostate and others)

Vitamin B12 –



Process for Vitamin
B12 Recalls.docx

Patient recall SOP

Regular patient injections recalling and administering



Process for
recalling and admin

Severe mental Illness review



SMI Physical health
Checks.docx

Learning difficulties review



Learning Disability
Reviews.docx

Dementia review



Dementia
Reviews.docx

Home Visits



SOP 59 Nurse home
visit.docx

NHS health check



NHS Health Check
recall process - Jul 2

Subclinical hypothyroidism Recall process

Patient recall SOP



Subclinical
hypothyroidism reca

Version Control

Date	Version	Author	Change Details
04/09/26	1.1	Jodie Godfrey	Reviewed – No changes