

Recalls Policy

When treating patients, the practice follows the National Institute for Health and Clinical Excellence (NICE) interventional guidance. Patient recall periods are documented and individually prescribed to meet the needs of the patient.

For adult patients, NICE recommends a recall **between three months and two years**, based on a risk assessment, taking into account a checklist of risk factors, such as alcohol and tobacco use. The recommended interval for children (persons younger than 18 years of age) is **between three and twelve months**.

NICE guidelines state:

Recall intervals of no longer than 12 months afford clinicians the opportunity to deliver and reinforce preventive advice and to raise awareness of the importance of good oral health.

Intervals beyond 24 months could unacceptably diminish the professional relationship between dentist and patient. In addition, given that patients' lifestyles may change, it is considered undesirable to extend recall intervals beyond this period.

*The longest interval between Oral Health Reviews for people **below 18 years of age** should be 12 months. There is evidence that the rate of progression of dental caries can be more rapid in children and adolescents than in many older persons. The rate of progression appears to be faster in primary teeth than in permanent teeth. The latter may be due to anatomical differences between primary and permanent teeth, specifically, the thinner enamel and dentine in primary teeth and their broader proximal contacts*

For these reasons, should a patient not attend the practice for longer than 24 months (or 12 months if under 18yo), the practice will ask the patient to undergo a *new patient examination* to give clinician the opportunity to reassess the patient for the likelihood of the development of oral disease and assign a new recall interval based on this assessment.

The ultimate responsibility for booking their recall appointments remains with the patient. However, the practice will make every effort to prevent the frequency of recalls going beyond the 24 months period for adults or beyond 12 months period for patients under 18 years of age by implementing the following steps:

- Reception Team will always offer patient to book their next recall appointment upon leaving the practice
- Reception Team will send out an email confirming the booked appointment so that patient can mark the appointment date in their own calendar, followed by an email reminder 7 days before the appointment, an SMS text 48 hours before the appointment and a further text asking to complete any forms 24hrs before the appointment is due.

If patient does not book their next recall appointment upon leaving the practice, we will send out the following reminders and prompts:

- An email and an SMS text a month **before** the recall appointment is due
- An email and an SMS text **during** the month the recall appointment is due
- An email and an SMS text a month **after** the recall appointment was due
- An email and an SMS text 6 months after the recall appointment was due
- An email, an SMS text and a physical letter 12 months after the recall appointment was due
- An email, an SMS text and a physical letter 24 months after the recall appointment was due
- And the last email 36 months after the recall appointment was due