
Chapter 4 –Providing a Smear-taking Service

Recall and Referral Process

Responsibilities of the smear taker following taking a smear

The smear takers follow up responsibilities include:

- Checking that smear results have been received within 14 working days of the smear being taken
- Checking the laboratory recommendation against the smear history
- Ensuring women understand the process for receiving their result within 16 working days
- Recall and referral of women with abnormal results or clinical indications that referral is required
- Recalling women in accordance with the laboratory recommendations and clinical indications
- If the recall is not in accordance with the laboratory recommendation, notifying the NCSP and the laboratory of the change of recall
- Contacting women who require further investigation and fail to attend
- Monitoring the NCSP-Register reports, updating the information and returning to the NCSP Regional Service, and wherever necessary, making every attempt to contact women on the reports
- Ensuring continuity of service to women by informing the NCSP of changes in women's clinical status or demographic information.

Obtaining results from the laboratory

There should be a mechanism within each practice to ensure that results are obtained from the laboratory in a timely manner. If the results are not received, the smear taker (or other practice staff) should communicate with the laboratory to ensure that the laboratory received the smear and that a report will be forthcoming.

Standard 410

Smear takers will have processes in place to ensure that results are obtained from the laboratory within 14 working days of sending the cervical cytology to the laboratory.

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Chapter 4 –Providing a Smear-taking Service

Recall and Referral Process, Continued

**Recall
mechanisms**

Smear takers need to ensure processes are in place to recall women and to ensure that women are appropriately followed up.

The process should include:

- if a woman is on a normal screening interval there should be a minimum of two attempts within six months of the recall date
- if a woman requires a recall within or at twelve months a minimum of three attempts within three months of the recall date.

These processes can include contacting the woman by letter or phone as appropriate to the woman. If still unable to contact the woman the NCSP Regional Service should be notified.

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