

# LINKS MEDICAL PRACTICE

## **Patient Leaflet /Information on Blood Test results**

### **I've had blood tests taken so what happens now?**

Most tests have to be sent away to a hospital laboratory for analysis. A courier collects blood samples every day. Most results are returned electronically, but some are returned by mail.

### **How long will I have to wait to get the results?**

Most tests are analysed within 24-48 hours, however there are certain tests which require several weeks to be analysed. The person who asked you to have the test(s), or the person who took the test(s) will tell you approximately how long it will be for the test(s) to be analysed.

### **How do I get the test results?**

If you had the tests because you are coming to see someone for a planned review, then you will receive the results at your review appointment unless it requires more urgent action.

Every result is checked on the day that it arrives back in the practice by one of our doctors. As we receive several hundred different results every single day, it is not possible for each individual to be contacted. If the result indicates the need for urgent attention, we will of course contact you. For all other results the doctor will make a comment about any action that is required. If you contact the practice, the receptionist will be able to look up the tests for you and tell you what the doctor's comment has been, including any actions that we have taken or want you to take.

If your result is not back when you contact us, the receptionist will advise when it may be back. If the result is urgent, or should be back, the receptionist will leave a message for the doctor who requested the test.

### **What if I have an infection or abnormal result?**

If your result needs urgent action a doctor nurse or receptionist will contact you by phone to discuss what action needs to be taken.

If your results need action but not urgently the practice will contact you within an appropriate timescale to explain what action needs to be taken.

If no action is required the practice will not contact you but you are free to contact the practice to get the result.

If you need to discuss the test result with a doctor or nurse, please ask the receptionist for a telephone consultation with the doctor who request the test.

### **What if you are unable to contact me by telephone?**

If action is required and we are unable to contact you, we will send you a letter to let you know about the results or ask that you contact us.

### **How can I help?**

It may be difficult to contact you during the day. It is very important that we have up to date contact details for all patients including telephone numbers (mobile and landline) If your details have changed please inform reception staff or visit our website at [www.linksmedicalpractice.co.uk](http://www.linksmedicalpractice.co.uk) and complete the on-line form.

### **I need a copy of the result?**

If you need a copy to take to an appointment or just for your records please ask reception when you phone about your result and they can arrange for a copy report to be held at reception for pick up.

Please note that this is the procedure for Links Medical Practice, other NHS organisations may have different procedures;