

This is an example of a patient information leaflet, which explains the results handling process. Please amend for your own practice.

Patient Information on Blood Test Results

Name of Practice:

I've had a blood test taken so what happens now?

Most tests have to be sent away to a hospital laboratory for analysis. An NHS courier collects tests every day at _____.

How long will I have to wait to get my test result?

Most tests are analysed within 1 week, however there are certain tests which require several weeks to be analysed. The person who asked you to have your test, or the person who took your test will tell you approximately how long it will be for your test to be analysed.

How do I get my test result?

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

Every result is reviewed when it arrives back in the practice by one of our clinical team. As we receive a large number of test results, it is not possible for each individual to be contacted.

If your 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 your test 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 you may be asked to phone back, usually within the next 24 hours, to allow time for the result to be reviewed.

What Happens next?

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 result needs action, but not urgently, the practice will contact you within an appropriate timescale to explain what action needs to be taken.

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

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

What if you can't contact me by telephone?

If action is required and we can't contact you, we will send you a letter to let you know about your result or ask that you contact us.

How can I help?

It may be difficult to contact you during the day. If you have a mobile telephone number or an email address that you are happy for us to contact you on, please write your details on one of the forms at the reception desk and hand it into reception.

It is helpful to keep this information up-to-date.

What if 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.

Please note that this is the procedure for this practice. Other NHS organisations may have different procedures - please check with them when you are having a test.

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