

BLOOD TESTS: INFORMATION FOR PATIENTS

FASTING BLOOD TESTS:

If you have been asked to have a fasting blood test you should attend in the morning and have had nothing to eat for 12 hours prior to the test. You may drink water and take your usual tablets (unless advised otherwise beforehand by your GP) but nothing else during this time period.

OBTAINING BLOOD TEST RESULTS:

It is YOUR responsibility to follow up and find out the results of YOUR blood tests.

You may have been asked to make a follow up appointment (face: face or by telephone) to discuss your blood tests.

If you are phoning for blood results please allow at least **1 week** before calling the surgery (your GP, HCA or Nurse will inform you if the test might take longer to come back)

1. Normal results: the receptionists will usually be able to tell you over the phone if all the tests were normal
2. Abnormal results: the GPs regularly review all the results and will contact you if there is anything that needs to be discussed urgently. If not, they will wait for you to phone in or may contact you by phone/letter. PLEASE NOTE that we are currently NOT informing patients by text or e-mail message
3. If you wish to discuss your results further, then we strongly urge you to whenever possible speak with the GP who ordered the results as they have already assessed you and understand your case.
4. If the GP concerned is not working on the day you phone in, this may mean arranging with reception a call back from or to the GP when they are next in.
5. This task will ONLY be delegated to another clinician if they are absent or on annual leave.
6. When the GP gives you the blood test request form, you may therefore wish to check what days they are at work and, therefore, available to discuss results.

OBTAINING OTHER RESULTS (e.g. X Rays, Scans or those ordered in hospital clinics)

As a general rule, any tests ordered in hospitals or outpatient clinics will be sent to the Consultant or Nurse who ordered them and so any requests for such results should be directed to the hospital secretary.

ATRIUM HEALTH
Dorchester & Crossways

Where you have been expressly told that they will be sent to the GP, then on average tests can take 2-3 weeks to come through particularly if they have to be reported upon by a specialist.

Please be patient with our receptionists if we therefore do not have the results available and be prepared to ring again or ring the hospital if you want more information.

HOW WE DEAL WITH YOUR TELEPHONE ENQUIRIES FOR TEST RESULTS

For enquiries about test results, you may telephone reception on the surgery direct-dial number which is 01305 251545.

We would respectfully request that you do this AFTER 11.00am once morning surgery is coming to an end

If the receptionist is satisfied with your identity, they will confirm if a result has been received and will tell you if the tests are normal.

For reasons of confidentiality, this might not always be possible in which case you will be advised further as to how you might receive the results.

All doctors have different ways of dealing with test results particularly if they need further attention or action. Therefore you may be asked to attend the surgery and see the doctor or be offered a telephone appointment to discuss these further.

Remember, that it is your responsibility to ensure you have received and acted upon the tests that you have undergone.

If you have any doubts or queries, please ask a member of staff.

NOTE: We cannot give results out to third parties without previous written consent.