

Below is a summary of tests and how long it will take to review and process the results by the surgery.

Test:	Wait Time:
All Bloods*	7 Days
All Swabs	7 Days
Urine Tests*	7 Days
Faeces Samples*	7 Days
Cervical Smear	2-4 Weeks

*Cervical smear results are sent to you via screening service

*Some blood, urine and faeces results can take longer to process depending on the test.

Hospital Tests:

If your test was done at a hospital we may not receive a copy of the results for sometime. If you require the results please contact the hospital department directly.

Please see below for general hospital phone numbers:

Bridgwater Hospital	01278 436555
Musgrove Park Hospital	01823 333444
Weston General Hospital	01934 636263



How do I Get My Test Results?

We recognise that remembering how you get your results can often be forgotten, especially if you have been anxious about attending the test appointment.

You have attended the surgery and the doctor or nurse have advised you on what tests they are requesting and what they are looking for. If you have been advised to book a follow-up face to face appointment or a telephone consultation to discuss your results, you do not need to contact the surgery for your results, all you need to do is attend your appointment or take the telephone call.

If you have not been asked by the doctor or nurse to arrange a follow-up appointment, the doctor or nurse will contact you if your tests have come back as significantly abnormal. This will be done within 7 working days. If you have not heard from the surgery within 10 working days please contact the surgery, or you can login to obtain your results online if you have previously registered for Patient Access or NHS App.

Please note that results do take 7 working days so please do not contact the practice earlier than this. Please be aware that some results may take longer.

If you are requesting results for tests taken at hospital you will need to obtain these results directly from your consultant.

Obtaining Your Results Online or via NHS App:

If you have previously registered for Online Access you may be able to access your results using Patient Access or if you have registered and downloaded the NHS App (www.nhs.uk/nhsapp). You will need your login details.

If you have not previously registered for these services please bring Photo ID to reception and we can sign you up.

Obtaining Your Results Via Telephone:

If you would like to telephone the surgery to obtain your results please wait 7 working days before calling. We also ask that patients call after 2pm to obtain their results.

IMPORTANT

Please make sure we have your correct/up to date address and phone numbers.

When you see your results on Patient Access or NHS App this means that the doctor will have reviewed them and applied their medical knowledge and their knowledge of you to tell you what result is OK and what may need further tests or treatment. The doctor will comment on the results taking into account a number of things such as:

- What is an acceptable abnormality (see below)
- What is normal for you individually, taking into account your previous results and the effect of any treatment you are taking or medical condition you may have.
- How your result may be affected by any illness at the time of the test.

What is an acceptable abnormality?

It is important to understand that **since everyone is slightly different**, it is rare that tests are completely normal and we do not want you to be worried unnecessarily. Whilst numbers are exact things, in terms of test results, numbers outside the 'normal range' are not always important. There are two common reasons for this:

- 1). Any lab test has a 'margin of error'. This means that a result that comes back as 10, for example, could, if repeated on the same equipment, next time come back as anywhere between 8 and 12. This means that '10' can actually mean '8-12' and this can put the result in the normal range.
- 2.) Because of the way "normal ranges" for a result are calculated, a proportion of normal people can have an abnormal result. Put simply, normal ranges are set so that 19 out of 20 people without any problems will fall within this range. The 20th person can be outside this range without there being a problem.

If your doctor has said your test results are normal, satisfactory or stable, you can be reassured. If you have further questions and have an appointment planned, please discuss this at your appointment.

If your doctor wants you to book an appointment or have treatment, they will ask this on the comments on the results. Please follow these instructions. If the doctor wants you to have any tests or treatment urgently, they will tell you this. All other requests are not urgent and can be arranged at the next available routine appointment.

If symptoms are ongoing/worsening please book a routine appointment with a GP for a review.

Test Result Questions:

You may have questions on your results when a diagnosis is confirmed or the results were normal but you still have symptoms. Our reception team are not trained to give advice about any diagnosis or symptoms you may be experiencing, the receptionist will be happy to book you a routine appointment with the doctor or nurse who requested the test.

Please be aware that the doctor or nurse may contact you, by telephone or letter. As mentioned before, if you have not heard anything after 10 days of your test being taken, please telephone the surgery or check on-line.