

We will contact you directly should there be an Urgent action required.

If a test is normal and no action is required, the practice will not normally contact you but you should call back the practice to ensure your results are normal.

If results are normal or satisfactory but your symptoms are persisting, or you have any questions about your results then you should arrange a telephone appointment with a GP to discuss this.

You can arrange a telephone appointment by contacting the surgery on 01241 859 888, selecting option 4.

Frequently Asked Questions:

Q: Why can't the receptionist read the test results laboratory report?

A: Our Reception Staff are not medically qualified to comment on results and can only give limited information as instructed by a doctor.

Q: Can my partner, relative or friend get my results on my behalf?

A: Carnoustie Medical Group has a strict policy regarding confidentiality and data protection. We will only disclose results to the person they relate to, unless that person has given prior permission in writing for their release, or if the patient is not capable of understanding the results.

Q: I've been waiting too long for my test results?

A: If you feel you have been waiting longer than anticipated, please bring it to the attention of the reception team, who will endeavour to assist.

Q: Can I get a copy of my results?

A: If you require a copy of your test results for self-monitoring purposes, please request a copy in writing, or ask the Receptionist to message the doctor for approval.

Carnoustie Medical Group

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CARNOUSTIE MEDICAL GROUP

HOW TO GET YOUR RESULTS

This leaflet will explain how to obtain the results of tests and investigations.



To access test results:

Please contact the surgery on 01241 859888, Option 3,
Monday to Friday between 2pm and 6pm.

Specimens are normally sent to Ninewells Hospital.

Simple X-rays are usually done at Arbroath Infirmary

Scans e.g. CAT, MRI can be done at Ninewells Hospital, Perth Royal Infirmary or Stracathro Hospital.

In most cases it takes between 5 – 7 working days for the results of tests to come back and be interpreted, however this may vary depending upon the test or investigation.

When tests have been requested by **hospital clinics**, the results will be sent back to the **clinic**. That **clinic** should then contact you to follow-up.

The following is a guide for different tests/investigations:

- Blood tests 5-7 working days
- Urine tests 5-7 working days
- Swabs 5-7 working days
- X-ray 14-21 working days
- Scans 14-21 working days
- Tissue analysis* 14-21 working days

*e.g. skin biopsy and nail clippings

Once the samples have been analysed, the results are sent back to the practice where they are checked by a GP or Practice Nurse.



The GP or Practice Nurse will then mark the result with one of the following comments:

- **Normal**

Within normal ranges and requires no further action unless instructed to do so by GP/nurse.

- **Satisfactory**

Acceptable for the conditions being checked/treated for.

- **Make routine appointment/ telephone appointment**

Book into next routine appointment or telephone appointment with GP who requested the tests. This may be 2-4 weeks ahead.

- **Make urgent appointment/ telephone appointment**

The receptionist will help to make a suitable appointment.

- **Collect prescription**

As a result of the test, a prescription has been issued and is available to collect from your normal prescription collection point.

To access test results, contact the Practice on **01241 859 888**, selecting option 3. The results line is open **Monday – Friday between 2pm – 6pm**.

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