**Texting Test Results**



From the **12th March 2018** you will be able to receive your test results via SMS text message direct to your mobile phone.

**Benefits**

* Improves patient satisfaction by providing a more convenient and faster way to access their results.
* Reduces calls and appointments from patients wanting to know their test results, which in turn helps free up the phone lines and appointments for other patient needs.
* Promotes the use of technology as a user friendly and accessible way of communicating with patients.

**Information regarding texting of results.**

* You will often receive more than one text as one blood test can give many results. These are not duplicate texts.
* You may get separate texts each time a result arrives at the Surgery and is looked at by a Clinician.
* Some test results arrive from the laboratory quicker than others so there may be gaps between your text results.
* The text will advise you if any action is required. You may be asked to contact the surgery to discuss the results with a member of our Clinical staff.

If you haven’t heard from us with your test results within 1 week, please **Contact Us**. Please telephone after 10.00am.

Results can only be given to the person who has had the test unless written consent has been given for someone else to obtain results on their behalf. Please remember, some test results can take longer to come back from the hospital.

🕿 Please ensure that we have your up to date personal details and mobile phone number. It is your responsibility to let us know if you change those details so that we can update our records.