



Communicating Results From  
Bloods /  
Urinary Tests and X-Rays  
by SMS



**Llantwit Major** - Station Road, Llantwit Major, Vale of Glamorgan, CF61 1ST (01446)  
793444

**Rhose** - Rhose Medical Centre, 54 Fontygary Road, Rhose, CF62 3DS  
712701

**St Athan** - Chapel Surgery, Gileston Road, St Athan, Vale of Glamorgan, CF62 4PZ  
751010

# COMMUNICATING RESULTS BY SMS TEXT

**We are communicating blood, urinary and x-ray test results via SMS text message.**

Please provide a mobile telephone contact number so that we can communicate your results by SMS.

**If you do not consent to this process please inform our receptionist and see the advice below**

We will be communicating results by SMS from Tuesday 28<sup>th</sup> May 2019. Please allow at least 7 days from attending for your phlebotomy appointment for communication from the practice regarding your results.

You will receive a SMS text/or a letter as follows:

"Your results are satisfactory"	Your blood tests are satisfactory based on your medical history. No further action is required
"Please phone the surgery "	This could be to book a repeat blood test, an appointment/ telephone call with a clinician. <b>THIS IS NOT URGENT.</b> <i>Please phone between 9-10am Monday-Friday if you receive this message</i>
"You are on the correct therapy"	Please continue taking the medication the doctor recently prescribed
"Repeat test if symptoms persist"	If you are still feeling unwell please repeat the urinary/blood test
"Repeat test in 6 / 12 months"	Please make a blood test appointment in 6 /12 months

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## **MULTIPLE TEST RESULTS**

You may receive more than 1 SMS text as each result is individually reported so each response is tailored accordingly, and sometimes there is a delay of several days between receiving results. Please do not be alarmed if you receive a SMS with "please phone the surgery" and then a further one "your results are satisfactory, no further action is required", in this instance please phone the surgery as each result has a separate action so this is necessary.

### **PATIENTS WHO DO NOT WISH TO RECEIVE AN SMS TEXT**

If you do not consent to the practice contacting you by mobile telephone number you can contact the practice **7 days after you provided a blood sample on the following Wednesday afternoon, on 01446 793444 between 14.30-16.00** when a member of our reception team will be available to relay the message which would have otherwise been sent via SMS text.

***Please do not phone at any other time for results.***

***Please see overleaf for examples.***

In a few cases the doctor will send an information letter relating to the results instead of a text.

**PLEASE DO NOT WORRY - *If the doctor has a concern regarding your results and there is no consent to SMS text then the doctor will send a letter instead.***

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## **EXAMPLES OF WHEN YOU CAN PHONE...**

Await 7 days after you have had your blood test, then phone the following Wednesday between 14:30-16:00

### **Bloods taken:**

Wed 29th May

Friday 7th June

Monday 17th June

Thursday 4th June

Tuesday 16th July

### **Phone:**

Wed 5th June

Wed 19th June

Wed 26th June

Wed 17th June

Wed 24th July

We thank you for your co-operation.

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