



# Pembroke Road Surgery

[www.pembrokeroadsurgery.co.uk](http://www.pembrokeroadsurgery.co.uk)

## 'TEXTING' RESULTS AND APPOINTMENT REMINDERS

As a practice, we are reviewing the way our patients receive their results. Your GP would like to be able to communicate test results with you by SMS text. Providing your consent for this will allow us to let you know the results of important tests quickly.

This is an optional service and you may wish to pick up your results in the same way as you have done previously. You can also withdraw consent at any time.

You will not always receive texts for all tests taken. We will not communicate intimate investigation results (smears, pregnancy tests and STI screening) but you may be sent a text requesting that you contact the surgery to receive your results. If you have not received a text within 10 days following your tests, please ring the surgery to receive them.

### Information regarding texting of results

Your GP would like to be able to communicate test results with you by SMS text. This allows us to let you know about important tests quickly. You will not always receive texts for all tests taken.

- On occasions it may not be appropriate to communicate details of your results by text so we may text you asking you to call the surgery to discuss your results.
- You will often receive more than one text as one blood test appointment can give many results. It is not an error.
- Some test results arrive from the laboratory quicker than others so there may be gaps between results.
- Some results will be normal and will not require any action. Others may not be normal and you may be asked to contact the surgery to discuss the results with a member of our team.
- If you have not received a text regarding your results, please ring for your results after 10 days.

If you have consented to this method of communication, you can withdraw your consent at any time. This is an optional service and you may wish to pick up your results in the same way as you have done previously.

Although we will check your details when bloods are taken, **please note it is your responsibility to let us know if you change your personal details/mobile number and that the number you provide us with is secure.**

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