

## Results by Text: Top Tips



1. **If you receive a text asking you to 'contact the surgery for more information' it is not urgent- it means over the next week or so. It is often to book a routine telephone appointment with a GP to discuss further.**
2. **If prompt action is needed following a pathology or radiology result we will contact you in the usual way- by calling you.**
3. **If you need follow-up please book with the clinician requesting the investigations- you may need to wait a little longer but it improves the quality of care we are able to give you. (Your 'episode of care doctor')**
4. **If you receive a text saying '- no action is required' it means the results are normal. Stick to the plan you made with your doctor. (Note some phones unavoidably change the '-' to '?')**
5. **Don't worry if you receive a text late at night- that is just our doctors beavering away.**
6. **Some investigations have a rapid turn around and others take days to process- you may receive more than one text. If you have not heard after a week call reception.**
7. **We only receive the results for investigations we have requested at the practice (not those instigated by the hospital).**