

**It is vitally important that any changes to your Contact Details are given to the Surgery with the minimum of delay.**

If we need to discuss any aspects of your health or future appointments with you and cannot contact you by telephone we will send you a letter requesting that you contact us. If you receive a letter please ensure that when you contact us you update your details.

**Have we got all your contact numbers?**

It may be difficult to contact you during the day. If you have a mobile telephone number that you are happy for us to contact you on please let us have the details.

It is very important that you keep us informed if you change your contact details; update forms are available at Reception.

# **KINGSWOOD SURGERY**

**Kingswood Avenue, Park North,  
Swindon, SN3 6RJ  
Tel: 01793 534699**

## **I've had tests - So what happens now?**

After you have had a test, it will either be reviewed here at Kingswood or sent away for analysis.

If it needs to be sent to the labs for analysis, the Courier picks up the tests each day; our final collection is at 4.00pm.

We will receive results via a secure online messaging service.

## **How long will I have to wait to get the results?**

Most routine blood and urine tests come back within two days; others may take slightly longer it depends on what is being requested. Some special tests can take up to six weeks for the results to be received by the Surgery.

The person who asked you to have the test, or the person who did the test, will be able to advise you approximately how long it will take to get the test results.

## **How do I get the test results?**

You should contact the Surgery 5 working days after the test was taken; unless you are advised otherwise.

As the Surgery is very busy first thing in the morning it would be appreciated if you could contact us for your results after 11.00am.

# **What if I have an infection or abnormal result?**

We will contact you if your result needs immediate action:

- The Doctor may telephone you to discuss the results
- A member of the Team may telephone you to let you know that a prescription has been issued or to ask you to make an appointment.

**MOST TEST RESULTS CAN BE DISCUSSED AT YOUR NEXT ROUTINE APPOINTMENT.**

**PLEASE DO NOT WAIT TOO LONG AFTER THE DATE THAT THE RESULTS SHOULD BE AVAIABLE TO CONTACT US.**