

**Primary Care Directorate**  
**Cauldwell Medical Centre**  
**BLOOD TEST PROCESSING POLICY**

***Document Control***

**A. Confidentiality Notice**

This document and the information contained therein is the property of Cauldwell Medical Centre.

This document contains information that is privileged, confidential or otherwise protected from disclosure. It must not be used by, or its contents reproduced or otherwise copied or disclosed without the prior consent in writing from Cauldwell Medical Centre

## B. Document Details

Version number :	1.0
Consultation Groups:	Cauldwell Medical Centre
Approved by:	Cauldwell Medical Centre
Name of originator/author:	Gogo Abbey
Senior Reviewer:	Vaishali Asher
Implementation Date :	18 <sup>th</sup> January 2023
Last Review Date	18 <sup>th</sup> January 2023
Next Review date:	November 2025

C.

## Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
1.0	08/11/2022	G. Abbey	QAG	

## **INTRODUCTION**

Blood test is an important aspect of diagnosis of medical conditions and monitoring of treatments. Due to the place blood test occupies in the care of patient, a robust process for managing it, from requesting to actioning the blood test, is needed.

### **Aims**

- To set out a clear process for requesting blood test
- To set out a clear process that ensure all blood test requested are returned to the Practice
- To set out the responsibilities of administrative staff and clinicians in relation to blood test processing

### **ICE System**

The Practice uses the Sunquest ICE system which links directly to Bedford hospital laboratories. This enables practice staff to request blood test electronically, and to have access to view pathology and radiology reports held by the hospital, including the ones requested by secondary care staff.

### **Requesting blood tests**

- Clinicians are to request necessary blood tests to aid in diagnosis, and monitoring of treatments via ICE system. Clinicians should use their clinical judgement when requesting blood tests and the reasons for the requests should be clear to other clinical staff by documenting in clinical notes or additional infection section on ICE form.
- Login details to ICE system required. Speak to Practice manager if you do not have login details.
- After completing the request, please do not print the form if patient is not physically in clinic. Advise patient to collect forms from reception. Receptionist to print forms from ICE when patient arrives.
- If the form needs to be posted to the patient (homebound patients with no relatives/ friends to collect form(s) on their behalf), task admin to print the blood request form from ICE and post to patient
- If patient needs a home phlebotomy, task admin team to arrange this

### **Receiving Blood test from the Hospital laboratories**

- Lab will phone the surgery with blood test results needing urgent action. This will be passed to the duty clinician to action on the day
- Blood test results not needing urgent action will be sent to the Practice electronically overnight and will be received via the link on systemOne.

- Blood results will be marked by the lab as normal or abnormal. In some cases results may not be marked as normal or abnormal
- A named admin staff will distribute results to clinicians to review, action and/or file.

### **Processing blood test results by clinicians**

Blood and radiology results should be sent to clinicians who requested the tests/investigations unless it is a routine blood tests which should be distributed as below

Medical staff –

- All abnormal blood test results
- Radiology results

Non-medical staff (including Pharmacists, ANPs, ACPs and General Practice Nurses) – to review and action blood results as per current national and local guidelines within their competencies.

- All normal results
- Abnormal results (within the clinician's competence)
- All lipid profile results
- All vitamin D level results
- All HbA1c results

Clinicians reviewing and filing blood tests should ensure patients are informed of the next step of action following receipt of their blood test results. SystemOne at CMC has been set up to send automatic text messages to patients to inform of the next step of action or (no action) when a blood test result is coded by a clinician.

All blood tests results should be reviewed within 7 days of receipt except the results were phoned through to the Practice by the lab. If a blood result requires a discussion between a clinician and a patient and/or their appointed person, the discussion should take place within the time the clinician that reviewed the results judges to be clinically appropriate.

### **Processing Blood tests requested by staff who no longer work at the Practice. This includes locum clinicians and clinicians on leave**

- Blood test results will be distributed as above to available clinicians

### **Processing blood test results requested in secondary care and downloaded to the Practice system**

- To aid monitoring of treatments, especially high risk drugs, and to limit unnecessary request for blood test, clinicians may download blood test results requested by secondary care into the Practice systemOne. This result will come through the link as usual. The results should be allocated to the clinicians that requested it. If downloaded by the Pharmacy Technician, it should be allocated to the Clinical Pharmacist onsite.

### **Roles of Admin staff**

- Admin staff are responsible for printing off blood forms from ICE and issuing to patients or their appointed representatives
- Admin staff can be tasked by clinicians to arrange an urgent appointment for patient to discuss blood test
- Admin staff to assist patient with booking appointment with clinical staff when they ring in response to the text or communication received from clinicians regarding their blood tests.

### **Confidentiality statements**

If discussing any matter relating to blood tests and/or results over the phone, staff must be satisfied that the person they are speaking with is the patient or has the authority to discuss patient's medical information. This will usually involve doing at least three identity checks (full names, date of birth and full address including post code) and checking patient's systemOne homepage for relevant information on permission to discuss medical information.

Blood test results must never be left on voicemail

### **References**

1. Optimising Blood Test in Primary Care. [B0960-optimising-blood-testing-primary-care.pdf \(england.nhs.uk\)](#) (accessed 14<sup>th</sup> November 2022)
2. GP Mythbuster46: Managing test results and clinical correspondence. [GP mythbuster 46: Managing test results and clinical correspondence - Care Quality Commission \(cqc.org.uk\)](#) (accessed 14<sup>th</sup> November 2022)