

GP Support Unit

Standard Operating Procedure

Test Results

Version 1.0

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Approved By (sponsor group)	Dr Delroze Miah - GPSU
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Name and Job Title of Author	Kirsty West & Janice Brazier – GPSU Patient Records Team Leads
Executive Director Lead	Dr Vaishali Ashar
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1. Background

The management of test results involves clear communication throughout the practice. Ensuring there are robust practice protocols and standardised processes can protect patients by ensuring test results are provided in a timely manner.

2. Purpose

This Standard Operating Procedure (SOP) has been written to:

- Ensure that test results are filed in correctly
- Ensure that all members of staff are aware of their responsibilities in the process of managing test results
- Ensure knowledge of the process for extended access test results within the GPSU team.

3. Scope

This SOP relates to GPSU administrative staff who are involved in the process of receiving and filing test results.

This SOP will not cover any clinical activity associated with the test result process. Refer to your local clinical test results SOP for further information.

4. Requesting Test results

The clinical staff responsible for the test will advise the patient that they will only be contacted if their test result is abnormal. If a patient does contact the surgery via phone after this the below process should be followed:

Telephone Requests (Caldwell Medical Centre (CMC) and Leighton Road Surgery (LRS))

- If the clinician has read the results and added notes to the patients record the patient coordinator team can provide this feedback to the patient. This is only if they feel they are able to and that the clinicians' notes are clear. This must only be after **clear notification** to the patient that the patient coordinator team are **not clinically trained** and can only read the notes from the clinician.
 - Test results will be shown in the patient record within Systmone, under pathology results.
- If the patient coordinator team does not feel they are able to provide the patient with the results or the doctor has requested to speak to the patient a telephone consultation should be booked for the patient with a clinician available that day to provide the results. Refer to your local practice appointment allocation list to assign appointments.

Online Form Submission (CMC Only)

- If a patient requests test results via the online request form (via Systmonline) the request will pull through as an action on the Systmone dashboard
- The patient records coordinator team member monitoring the dashboard will review the patient file notes and send a response to the patient advising either that the result is normal or that they need to book an appointment with the GP.

5. Receipt of Test Results

All test results must be assigned and filed within 24 hours.

Results are managed via the Integrated Clinical Environment (ICE) system. Results are accessed by going to SystemOne – Workflow – Pathology / Radiology inbox. The pathology / radiology inbox shows four different drop downs:

- Reports ready to file
- Reports with no patient
- Reports with no recipient
- All unfiled reports

5.1 All Unfiled Reports

Test results are automatically assigned to the patient by the testing lab but will need to be assigned to confirm if any follow up action is required.

- Test results will be received back with the name of the clinician who requested the test and automatically matched to the clinician who submitted the request.
 - If the clinician is on site on the day the test result is received there is no action required for the patient coordinator team
 - If the clinician is not on site on the day the test result is received the patient coordinator team will need to re-assign the result to an available clinician for review.
- If the name of the GP is not referenced on the result first check the patients record for the name of the GP who requested the test
- Urgent results will be marked with an alert when received. These must be assigned to a remote / supervising GP. The remote GP consultations appointments include slots for urgent pathology results.
 - X-ray results must be opened and checked to confirm if they are urgent. At the bottom of the page there will be a box which states 'Alert' if an urgent result
- If the clinician who requested the test is not working on the day the result is received, the result should be sent to the on-duty GP.

If the result is received after 18:30 the result should be assigned to an available appointment for the on-duty GP for review.

Please refer to appendix 1 for examples of actioning test results within SystemOne along with your local practice list of appointments.

5.1 Receiving Test Results with No Patient Assigned

Results which have not been matched to patients by the pathology lab should be manually matched.

- Check the patient name (which will be in capitals on the test result)
- Find the patient record by manually searching the patient list
- If the patient is not from the surgery the result should be deleted

5.2 Receiving Test Results with No Recipient Assigned e.g. GP (Leighton Road Surgery (LRS) Only)

- Check the results to confirm if they are for remotely registered patients
- All blood tests and scans for pregnancies appear under results with no recipient – Check if the patient is registered with the surgery
- If not, the results should be deleted

5.2 Unfiled Reports

All results should automatically match to the requesting clinician. If the requesting clinician is not in surgery or the result is matched to the lead clinician, the report should be assigned to a clinician who is on duty that day.

6. Extended Access Test Results

Extended access test results are received when a patient has been seen by another clinician within the primary care network through extended access services. The test results are sent back to the GP practice where the patient is registered.

The extended access test results will be received by the patient coordinator team and need to be forwarded onto the patient records team to process following the above steps.

7. Review

This policy will be subject to review every three years, or, considering any changes to National Standards or Trust Policy.

Appendix 1:

Result Type	CMC Action	LRS Action
Results Ready to file	These results are received from the hospital as a ready to file category	
“Phoned To” Result – This is an urgent abnormal result	These results will be provided to either reception over the phone or to out of hours if the surgery is closed. Results should be urgently assigned to the supervising GP or on call GP if out of hours.	
Scans and Xray	Assigned to the requesting clinician	
Blood Tests	Assign to requesting clinician	
Cytology/ smear results	Assign to nurse	Assign to population health advisor team
Bowel Screening	Assign to nurse	Assign to patient record coordinator team who will file to patient record
Microbiology swab	Assign to nurse/clinician	Assigned to the requesting clinician