



Accessing your Medical Record on line

If you are booking appointments or ordering repeat medication on line you will soon see other aspects of your medical record when you log into Patient Access. You will be able to view your medication, immunisation, and any allergies that are recorded in your medical record. If you don't see aspects of your medical record, and would like to, please ask your practice receptionist or register online via the practice website.

We are offering access to your test results. As results are very individual to each person and what is deemed abnormal for some patients could actually be normal for others, we felt it would be helpful to provide a guide on what the test results looks like and what it means to patients.

Below is a screen shots of a test patients Patient Access Test Results page and an explanation of what can be seen when you view your results and how your GP will communicate the result findings with you.

NB: You will need to visit your GP surgery to complete a consent form provided ID, and received passwords to access your Patient Access account

Blood Tests and Results- What do they mean?

Laboratory tests are tools helpful in evaluating the health status of an individual. It is important to realise that laboratory results may be outside of the so-called "normal range" for many reasons.

These variations may be due to such things as race, dietary preference, age, sex, menstrual cycle, degree of physical activity, problems with collection and/or handling of the specimen, non-prescription (over the counter) drugs (aspirin, cold medications, vitamins, etc.), prescription drugs, alcohol intake and a number of non-illness-related factors.

Any unusual or abnormal results should be discussed with the GP who ordered the test. It is not possible to diagnose or treat any disease or problem with a blood test alone. It can, however, help you to learn more about your body and detect potential problems in early stages when treatment or changes in personal habits can be most effective. Almost all laboratories set the normal result range

How to access your test results:

Visit your practice website or www.whitchurchsurgery.co.uk

Sign in using your **user ID and password** (you must have previously registered at your GP Surgery to sign in to this service)

Click on **Medical Record** (if this is not visible you will need to contact your GP Surgery)

If your Surgery has activated **Test Results** you will see it in the summary page. Click on the **test result** to view the results and comments.

Below is a screen shots of what you can expect to see when you access '**Test results**' via Patient Access



| Summary | | Test results | | | |
|--------------------------------|---------------------------|---------------------------------|--|-------|-------------|
| Problems | | > Alcohol consumption | | | 20 Dec 2013 |
| Medication | | > O/E - blood pressure reading | | | 04 Feb 2013 |
| Test Results | | > Cervical cytology screen test | | | 22 Jun 2012 |
| Documents | | ∨ FBC | | | 03 Feb 2012 |
| Consultations | | | | | |
| Immunisations | | | | | |
| Allergies | | | | | |
| Name | Result | Normal range | | Graph | |
| HB | 12.9 g/dl | 11.5 - 16.6g/dl | | Graph | |
| WBCs | 8.1 x10 ⁹ /L | 3.7 - 11x10 ⁹ /L | | Graph | |
| Platelet count | 205 x10 ⁹ /L | 150 - 450x10 ⁹ /L | | Graph | |
| Neutrophil count | 4.7 x10 ⁹ /L | 1.7 - 7.5x10 ⁹ /L | | Graph | |
| Lymphocyte count | 2.6 x10 ⁹ /L | 1 - 4x10 ⁹ /L | | Graph | |
| Monocyte count | 0.6 x10 ⁹ /L | 0.2 - .8x10 ⁹ /L | | Graph | |
| Eosinophil count | 0.2 x10 ⁹ /L | 0.04 - .5x10 ⁹ /L | | Graph | |
| Basophil count | 0 x10 ⁹ /L | 0 - .2x10 ⁹ /L | | Graph | |
| RBCs | 4.04 x10 ¹² /L | 4 - 5.5x10 ¹² /L | | Graph | |
| Haematocrit | 0.38 L/L | 0.36 - .44L/L | | Graph | |
| MCV | 95.1 fl | 80 - 100fl | | Graph | |
| MCH | 31.9 pg | 26.9 - 32pg | | Graph | |
| MCHC | 33.6 g/dl | 32 - 35.9g/dl | | Graph | |
| Nucleated red blood cell count | 0 x10 ⁹ /L | N/A | | Graph | |
| > LFT | | | | | 03 Feb 2012 |
| > Serum carbamazepine level | | | | | 03 Feb 2012 |
| > Fit frequency | | | | | 18 Jan 2012 |

You may notice occasional results fall outside of the normal average range for that test. Sometimes a result that is outside of the normal average range is normal for you. Your doctor will leave a comment about your results and any actions that may be required. If the GP is concerned about any result they will call you or send you a letter.

What the doctor's comments mean

Normal - This means that the doctor has looked at the result and deemed it to be within the normal range for the test and so no further investigation or treatment is needed.

Normal for you - This means that the doctor has looked at the result and deemed it to be very close to the normal range for the test and the result is not concerning. Some patients have consistently out of range results that are "normal" for them.

Satisfactory – If symptoms still present contact the GP - This means that the result may be within or outside the normal range but acceptable to the doctor in the circumstances. But please contact GP if symptoms persist.

Satisfactory – no action needed - This means that the result may be within or outside the normal range but acceptable to the doctor in the circumstances.

Make appointment to see GP, non-urgent - This is similar to the above but the doctor wishes to explain the result(s) face to face as detailed explanations and/or further treatment or investigation(s) may be necessary.

Make appointment to see nurse, non-urgent - This is similar to the above but the doctor wishes for the nurse to explain the result(s) face to face as detailed explanations and/or further treatment or investigation(s) may be necessary.

Speak to GP - This is similar to the above but the doctor wishes to explain the result(s) face to face or by telephone as detailed explanations and/or further treatment or investigation(s) may be necessary.



Telephone consultation with GP within 1-5 days - This is similar to the above but the doctor will contact you to explain the result(s) by telephone as detailed explanations and/or further treatment or investigation(s) may be necessary.

Telephone consultation with GP within 1-2 weeks - This is similar to the above but the doctor will contact you to explain the result(s) by telephone as detailed explanations and/or further treatment or investigation(s) may be necessary.

Infection confirmed, on correct antibiotic/antifungal - Self-explanatory.