

## Accessing your Medical Record online

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, and any allergies, and immunisations that are recorded in your medical record. If you don't see aspects of your medical record, and would like to, please print out the Online access request form on our website, or ask at reception next time you are in the surgery.

We are also offering access to 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 module looks like and what it means to patients.

Below is a screen shot of a test patient's 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.

By 31<sup>st</sup> March 2016 we will also be offering access to your Full medical record online. Please visit the practice website for details on how to request access to your medical record online. Please visit [NHS England Patient Online](#) for further information.

## 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 [Patient Access Log in / Register](#)

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

The screenshot shows a patient's medical record interface. On the left is a navigation menu with items: Summary, Problems, Medication, Test Results, Documents, Consultations, Immunisations, and Allergies. The main area is titled 'Test results' and lists several tests with their dates: Alcohol consumption (20 Dec 2012), O/E - blood pressure reading (04 Feb 2013), Cervical cytology screen test (22 Jun 2012), and FBC (02 Feb 2013). The FBC test is expanded to show a table of results with graphical indicators.

Name	Result	Normal range	Graphical view
Hb	12.9 g/dL	11.5 - 16.0 g/dL	Graph
WBCs	8.1 x10 <sup>9</sup> /L	3.7 - 11.1 x10 <sup>9</sup> /L	Graph
Platelet count	205 x10 <sup>9</sup> /L	150 - 450 x10 <sup>9</sup> /L	Graph
Neutrophil count	4.7 x10 <sup>9</sup> /L	1.7 - 7.5 x10 <sup>9</sup> /L	Graph
Lymphocyte count	2.6 x10 <sup>9</sup> /L	1 - 4 x10 <sup>9</sup> /L	Graph
Monocyte count	0.6 x10 <sup>9</sup> /L	0.2 - 0.8 x10 <sup>9</sup> /L	Graph
Eosinophil count	0.2 x10 <sup>9</sup> /L	0.04 - 0.5 x10 <sup>9</sup> /L	Graph
Basophil count	0 x10 <sup>9</sup> /L	0 - 2 x10 <sup>9</sup> /L	Graph
RBCs	4.04 x10 <sup>12</sup> /L	4 - 5.5 x10 <sup>12</sup> /L	Graph
Haematocrit	0.38 L/L	0.36 - 0.48 L/L	Graph
MCV	90.1 fL	80 - 100 fL	Graph
MCH	31.9 pg	26.9 - 32.9 pg	Graph
MCHC	33.6 g/dL	32 - 35.9 g/dL	Graph
Nucleated red blood cell count	0 x10 <sup>9</sup> /L	0 - 0.1 x10 <sup>9</sup> /L	Graph

Callout boxes in the image point to: 'Other elements of your record that maybe available' (navigation menu), 'Your result' (FBC test), 'Average range' (Normal range column), 'Date of test' (02 Feb 2013), 'All results in that test' (FBC table), 'Other tests' (LFT, Serum carbamazepine level, Fit frequency), and 'Graphical view' (Graph buttons).

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 – No Action**

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.

### **Insignificant abnormality**

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 abnormal results that are “normal” for them.

### **Stable, to monitor**

The doctor has looked at the result and deemed them stable and the result is not concerning and will monitor results and patient.

### **Routine Appointment with GP**

The doctor wishes to speak to you in order to explain the result, e.g. it may be outside the normal range but acceptable to the doctor in the circumstances. The practice will contact you.

### **On correct treatment/medication**

No reason to change current treatment according to test result(s).

### **Appointment with Nurse Needed**

The practice will contact you to book an appointment with the Nurse

**GP telephone consultation to discuss**

You will need to contact the practice to book a telephone consultation

**Urgent Appointment with GP**

The doctor wishes to speak to you in order to explain the result. The practice will contact you.

**Repeat Test**

The test needs to be repeated; the practice will contact you.

**Prescription to Collect**

There is a prescription at the practice for you to collect.

**Satisfactory/Trend Satisfactory**

The doctor has looked at the result and deemed it to be satisfactory and so no further investigation or treatment is needed.

**Under Hospital Care/Hospital or Screening Result**

The result relates to test(s)/screening carried out by the Hospital who will contact you regarding the results.