



**Information Update: Text messaging test results  
6 June 2017**

The LMC have been made aware that a practice recently had an incident with a patient where there was some confusion about a text message sent to the patient stating “*The result of your recent test is normal. No further action is needed at this stage*”.


The patient subsequently attended a consultation at the hospital where they were told that the scan the hospital had ordered was not clear. It transpired that the text message had been sent by the GP practice about an unrelated blood test.

Since the text was sent from ‘nhs-no reply’ there was no way for the patient to know which organisation had sent the text or which test/scan it related to; unfortunately in this case the patient incorrectly attributed it to the hospital.

We share this with you for practices that do send test results by text to reflect on the wording they use in texts to try and minimise the chance of confusion arising in the future.

**David Gibbs**  
**Head of Business Support**  
**Derby and Derbyshire Local Medical Committee**

For further information, or to arrange an interview, please contact:  
Dr Susie Bayley, Head of Communications, Derby and Derbyshire LMC

 01332 210 008

 [office@derbyshirelmc.nhs.uk](mailto:office@derbyshirelmc.nhs.uk)

