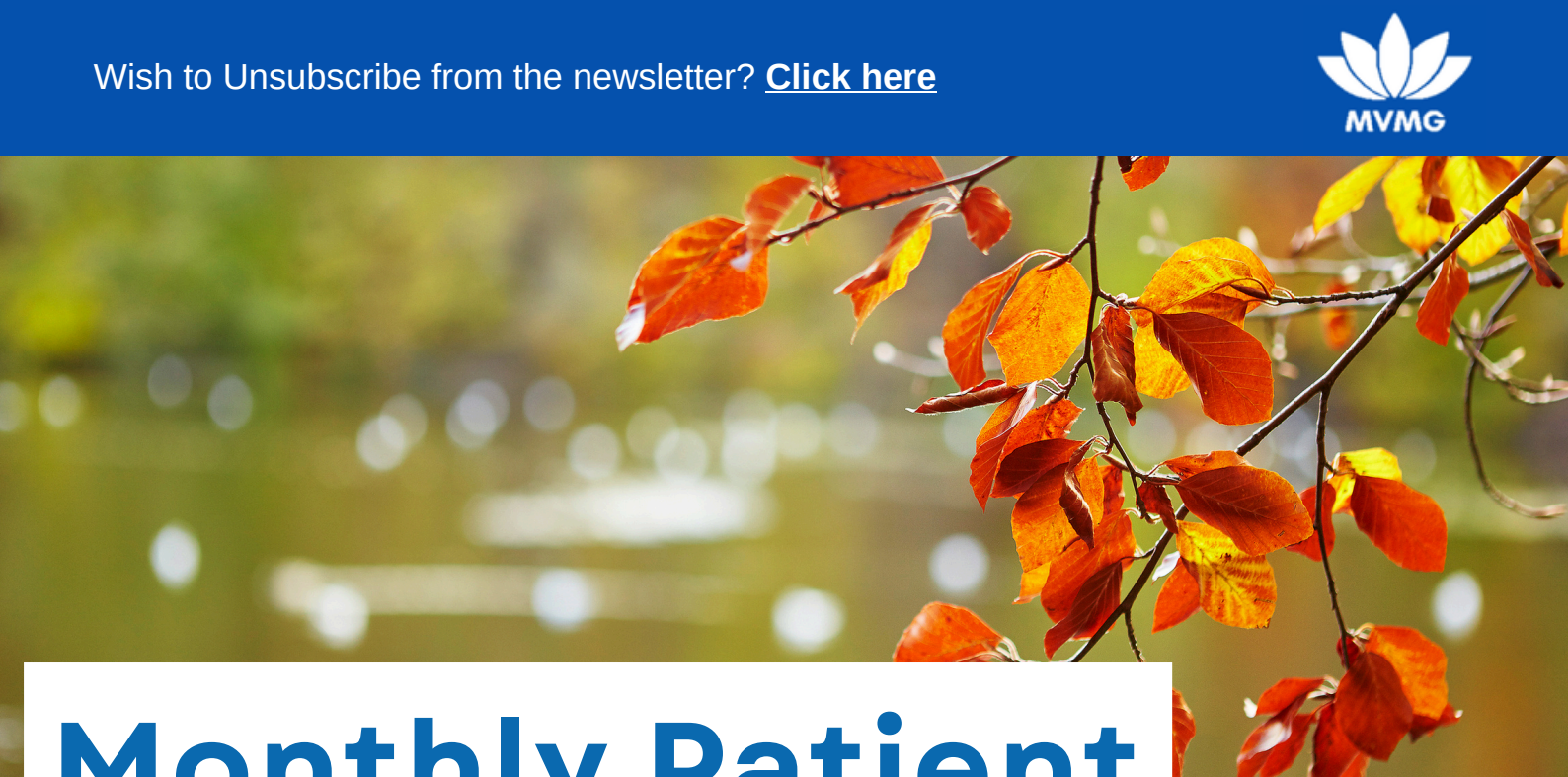


A background image showing a close-up of autumn leaves in shades of orange, red, and yellow, with a blurred green background.

Monthly Patient Newsletter

October 2026

Understanding Your Test Results: Hospital, NHS and Private Tests

Who can see your results and who is responsible for following them up?

It can sometimes be confusing to understand who can see your test results and who is responsible for contacting you about them.

When you have a blood test, scan, X-ray or another investigation, the organisation or healthcare professional who requested the test is responsible for reviewing the result and arranging any necessary follow-up with you.

This applies whether your test was requested by your GP, a hospital specialist or a private healthcare provider.

The GP practice may receive a copy of a result or report, but this does not automatically mean that the practice is responsible for following it up or that we can access all the information relating to your investigation.

Top News

- >> [Mendip Vale Medical Practice Covid and Flu Clinics – Autumn Campaign 2026](#)
- >> [New NHS Services & Information iPads Now Available in Our Waiting Rooms](#)
- >> [Toilet Training for School](#)

....And so much more!

If your GP requested the test

If your GP or another clinician at your GP practice requests a test, the practice will normally receive the result.

An appropriate clinician will review the result and, where necessary, arrange appropriate follow-up or contact you.

This could include discussing the result with you, arranging further investigations, prescribing treatment or referring you to another service.

Check the NHS App

Where available, your test results may be added to your NHS App, allowing you to view information without needing to wait for a telephone call from the practice. Sometimes you will see we have the result, but it has not been filed. Items are not automatically filed to prevent patients seeing information that contains bad news without appropriate support in place.

We recommend checking your NHS App regularly for updates to your medical record and test results.

Please remember that seeing a result in the NHS App does not necessarily mean that no further action is required. If the result requires follow-up, the appropriate healthcare professional or service will contact you.

Due to the large volume of tests and investigations requested by the practice, you may not always receive a telephone call or message when your result has been reviewed.

Where there are concerns about your result or further action is required, you will be contacted and advised about the next steps.

**Receive messages from your surgery
in your NHS App, instead of by
SMS text or letter**

MORE SECURE AND MORE RELIABLE

Download the NHS App and turn on notifications



If a hospital requested the test or scan

If a hospital specialist requests a test, scan or investigation as part of your hospital care, the hospital team who requested it is responsible for reviewing the result and arranging any necessary follow-up with you. Sometimes the practice takes the bloods for the hospital or private specialists, this is to make it more convenient for the patient. If the specialist added the order to the system they will receive the result, not the practice.

Your GP practice may receive a copy of the report or correspondence from the hospital. However, this does not necessarily mean that your GP can access the scan itself, view the images or take responsibility for the hospital's follow-up.

Results that are on the hospital system cannot be downloaded directly to your record (unfortunately this functionality was withdrawn)

If you are waiting for a hospital result

If a hospital has requested your test or scan and you have not heard about the result or next steps, please contact the hospital team that requested the investigation in the first instance.

If you had the test privately

Private healthcare providers operate separately from your NHS GP practice.

If you have a test, scan or investigation arranged privately, the private clinician or organisation that requested the investigation is responsible for reviewing the result and arranging any necessary follow-up with you.

Your GP practice will not automatically receive the result and will not necessarily have access to the private provider's systems, reports or images.

If you would like information from a private investigation to be considered as part of your NHS care, you can provide the practice with a copy of the relevant report or correspondence.

An appropriate GP or clinician can then consider the information alongside your symptoms, medical history and other relevant information.

Who should I contact about my result?

- **As a general guide:** Your GP requested the test: Your GP practice will normally be responsible for reviewing the result and arranging appropriate follow-up.
- **A hospital requested the test or scan:** The hospital team that requested the investigation is responsible for reviewing the result and arranging follow-up. Please contact them if you are waiting for an update.
- **A private clinician requested the test or scan:** The private clinician or provider that requested the investigation is responsible for reviewing the result and arranging follow-up.
- **You have a copy of a hospital or private report:** You can provide a copy to your GP practice if you would like the relevant information to be added to your medical record or considered as part of your ongoing NHS care.

The key thing to remember

- The healthcare professional or service that requests your test, scan or investigation is responsible for reviewing the result and arranging any necessary follow-up with you.
- Your GP practice may receive a copy of the result, but this does not automatically make the GP practice responsible for following it up.
- If you are waiting for a result or follow-up, please contact the healthcare professional or service that requested the investigation in the first instance.
- If you have concerns about your health while waiting for a result or appointment, please seek appropriate medical advice.

Still have questions about follow of test results?

Complete this survey and we will answer your questions in the next patient newsletter: <https://forms.cloud.microsoft/e/xNSKxyxKQ9>





Mendip Vale Medical Practice Covid and Flu Clinics – Autumn Campaign 2026

COVID-19 and Flu can cause serious illness, particularly for people who are at higher risk. Vaccination is the best way to help protect yourself from these infections and reduce your risk of becoming seriously unwell. The COVID-19 and Flu vaccines are safe and effective and are offered to people who are eligible. Getting vaccinated can also help protect those around you.

If you are eligible for a COVID-19 or Flu vaccination, you will be invited to attend one of our clinics.

Covid Vaccination Eligibility

- residents in a care home for older adults
- all adults aged 75 years and over
- Persons who are over the age of 18 and are immunosuppressed

Flu Vaccination Eligibility

- Those aged 65 years and over
- Those aged 18 years to under 65 years in clinical risk groups
- Those in long-stay residential care homes

It does not matter which Covid vaccine you have had previously. Please be reassured you will be contacted when it is your turn for the vaccines.

How you will receive your appointment invitation

All eligible patients will receive an invitation to attend an appointment. Depending on your details, you will either receive:

- A text message with a link to book your appointment online, or
- A letter with information about your appointment.

Please be reassured that these invitations are genuine and not spam or a scam. If you receive a letter invitation, please bring it with you to your appointment at the clinic. Please only come to a clinic if you have received an invite from us.

When are the Covid & Flu clinics?

Due to eligibility changes this year, it's very important that you attend the appointment date provided in your letter or text invite.

If you are unable to attend the initial date, an alternative date will be included in your letter, or you can use the booking link in your text to choose from the available days and times. If you experience any difficulties, please contact the practice for support.

North Somerset Clinics

- **Covid & Flu:** Saturday 17th October, 8am - 2:30pm at Langford Surgery
- **Flu Only:** Saturday 24th October, 8am - 3pm at Langford Surgery
- **Catch up Clinic for Flu & Covid:** Sunday 1st November, 8am -12:30pm at Langford Surgery

Bristol and South Gloucestershire Clinics

Covid & Flu: Sunday 18th October

- Coniston - 8am - 9am
- Sea Mills - 9:45am - 11am
- Orchard School - 11:30am - 12pm
- Southmead - 1pm - 2:15pm

Flu Only: Sunday 25th October

- Coniston - 8am -10am
- Orchard School - 11am - 12pm
- Sea Mills - 1pm - 2:30pm
- Southmead - 3:15pm - 5pm

Catch up clinic for Flu ONLY: Saturday 31st October

- Coniston - 8am-8:30am
- Sea Mills - 9:45am - 10:45am
- Southmead - 11:45am - 12:15pm
- Orchard School - 1:15pm - 1:30pm

Catch up clinic for Covid and Flu: Saturday 31st October

- Coniston - 8:30am - 9am
- Sea Mills - 10:15am - 11am
- Southmead - 12:15pm - 12:45pm
- Orchard School - 1:15pm - 1:30pm

Please note that at each clinic, there will be scheduled breaks from 10:00 AM to 10:30 AM and 12:30 PM to 1:00 PM for vaccine preparation and decontamination. No vaccinations will be administered during these times. Find more information on our website:

<https://mendipvale.nhs.uk/services/vaccination-service/covid-and-flu-vaccinations>

ST GEORGE'S COMMUNITY CONVERSATION

Are you aged 65 or over?

Join us and share your views on your local area
in this interactive session:

"The Good, the Bad & the Ugly!"

Help shape future activities and improvements for
older people in North Somerset.



Friday 23rd October

10am - 12 noon

**St George's
Community Centre
(BS22 7XF)**

**For more information contact Nicky on:
01934 416486 or nicky.pybus@vansmail.org.uk**

New NHS Services & Information iPads Now Available in Our Waiting Rooms



We're pleased to introduce new NHS Services & Information iPads in our waiting rooms, giving you quick and easy access to a range of NHS online services and trusted health information while you wait for your appointment.

The Patient Information Hub has been designed to help you access healthcare services and information all in one place.

Using the iPads, you can:

- Log in to your NHS Account.
- Request an appointment through eConsult.
- Register as a new patient.
- Request a repeat prescription.
- Find NHS services and local pharmacies.
- Access vaccination information.
- Take the NHS Healthy Choices Quiz.
- Browse NHS Health A-Z information.
- Find information about medicines.
- Access mental health information and support.

The iPads are free and easy to use, and you do not need any login details to access the Patient Information Hub or browse the available information and services.

If you wish to access your NHS App/NHS Account, you will need to enter the email address associated with your NHS account. Please remember to log out of your NHS Account when you have finished using the iPad.

The iPads are free to use and available in all our waiting rooms. Whether you want to manage your healthcare online, access NHS services, or learn more about your health, we encourage you to explore what's available while you wait.

Toilet Training for School

Using the toilet independently is one of the most significant school readiness challenges facing families and schools, with many children still developing this important skill before starting school. With Reception just around the corner for many children, Best Start in Life has launched a [Toilet Training campaign](#) to support parents and guardians of children aged 3 to 4 who start school this September. Here are 4 key steps for toilet training:



If you're starting potty or toilet training with a younger child, **these tips can also help you build the skills and routines** they need too.

Visit **Best Start in Life** or speak with your health visitor for more trusted advice and practical tips on toilet training.



GOOD NEIGHBOUR SCHEME

**We need a VOLUNTEER like you!
Can you spare an hour?**

**Can you help support someone
by volunteering your time
and skills?**

Skills like cutting the grass, walking a dog, reading a book, putting up pictures, painting a skirting board...etc.

Sign up to Voluntary Action North Somerset's **GOOD NEIGHBOUR SCHEME** and support someone in your community to maintain a good quality of life, remain independent and happy in their own homes.



Find out more by contacting Tracy on:



07458073262



tracy.edwardsbrown@vansmail.org.uk



**COMMUNITY
FUND**

Falls Prevention Event

Don't Fall, Walk Tall! Falls are not inevitable as we get older. Come to Voluntary Action North Somerset's (VANS) falls prevention event to discover how to stay strong, active and reduce your risk of falling.

Thursday 19th November, 1.30–3pm at St George's Community Centre, Willow Close, Weston-super-Mare, BS22 7SE (small car park on site).

Enjoy activity demonstrations, helpful information to take away and free tea, coffee & biscuits. No booking required – just turn up! For more information, call VANS on 01934 416486.



Virtual Patient Participation Group

Our Virtual PPG is a group of patients who meet online to share their views, experiences and ideas about our services. It's a chance to hear about what's happening across our practices and help us understand what matters most to our patients.

Meetings are held 7–8pm via Microsoft Teams, every other month.

Interested in getting involved? Please complete the form. We'd love to hear from you!

Register your interest here: <https://ns.mendipvale.nhs.uk/surgery-information/patient-participation-group/patient-participation-group-form#>

Stop drinking in October

This October, join thousands of people committing to quit smoking. Stoptober is the national campaign encouraging people to quit for good. If you, or someone you know wants to quit, SmokeFree Bristol is here to help. Get free, friendly support from the expert team. They can offer the tools and confidence needed to succeed, including:

- App-based support
- one-to-one sessions with trained advisers
- nicotine replacement therapies and medications
- support for young people, schools and families

Whether you've tried before or are thinking about quitting for the first time, SmokeFree Bristol are here to help you make that change. Quitting is tough, but you don't have to do it alone. Every cigarette you skip means better health, more money in your pocket, and a brighter future for you and your family.

Get free help to quit: <https://www.nhs.uk/better-health/quit-smoking/>



Rehab 4 Addiction

Rehab 4 Addiction helps people and families understand treatment options for alcohol addiction, drug addiction, detox, rehab, counselling, and aftercare. Many people are unsure where to turn when addiction is affecting them or someone close to them. Rehab 4 Addiction gives patients and families access to clear addiction support information and help people understand treatment pathways before speaking with their GP.

It can also provide guidance for relatives who are concerned about a loved one and signpost people toward help when they may feel embarrassed or unsure about asking directly.

For more information: <https://www.rehab4addiction.co.uk/>

Yatton Wellbeing Lifestyle Club

We're delighted to invite you to our Wellbeing Lifestyle Group, a welcoming space to move, connect, and learn practical ways to support your wellbeing. Free to join and refreshments provided. Session starts at 10am - 12noon at Yatton Methodist Hall. Group sponsored by YEO VALLEY LIONS & YATTON COOP

The next dates are:



Thursday 22nd October 2026 - How to do CPR and using a Difibrillator

Learn how to do CP with Val Dickens who has been trained by Great Western Air Ambulance.



Thursday 26th November 2026 - home energy advice team

Worried about energy costs? The Home Energy Advice Team, a not-for-profit organisation working with North Somerset, can help with energy-saving advice, energy problems and information on available grants. Home visits can also be arranged.

Our session on the 22nd October was due to be Seated Dancing. Unfortunately, due to illness this has been postponed

Newsletter Feedback



We're always looking for ways to improve how we communicate with our patients – and that includes our newsletter. Whether you found it helpful, had suggestions for new topics, or felt something was missing, or have something you would like to share, we'd love to hear from you.

Our newsletter is created with you in mind, aiming to keep you informed about health advice, local services, new treatments, and how to get the most from your NHS care. But we can only make it better with your input!

Share your thoughts:

<https://forms.cloud.microsoft/e/rsu35cxKf6>
