



Patient Journey



This gives information about what happens if you are asked to go for a health test

This includes what you should expect for easy access to health services.

What to expect before you go:



- Your GP will send you for a test.
- They should explain to you why you need to go



- You may be asked to give a sample of blood or urine (wee).
- You will be told what you need to do if asked for a sample

Before the appointment



- You can always ask for help if you want to.
- Your GP should let you know where you may have to go for your test.
- You should talk about the most accessible place for your test.



- The place you go to could be a Community Diagnostic Centre (CDC) or a Hospital.
- They should give information about your appointment in an accessible format (like easy read)

What to expect on the day of your test:



- You will have clear instructions about how to get to the CDC.
- You will be told what parking there is, or how to get there by bus, tram or taxi, or if someone needs to come with you.



- You will be met by a Care Navigator or other member of staff at the CDC.
- You will be told their name and they will help you and answer any questions.
- They will also know about what access requirements you have.
- Your access requirements will be met and the CDC will check if there is anything else that would help.

What to expect after your Test:



- The person doing the test will explain what will happen next.
- They will explain this in a clear and easy to understand way.
- Your doctor will explain the results to you in a clear and accessible way.



- Your doctor will help and advise you with any next steps.
- If you had any problems at your appointment, you can tell the CDC so they can do better next time.
- Speak to a member of the CDC team to find out how to let them know.



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