

LSMP Turnaround times	April 2019	To be referred to as DAYS and not working days as LSMP open 7 days a week.
Samples requested by LSMP, including blood urine stool swabs		7-21 days Most are 7 days
Fungal cultures, most immunology tests (including coeliac antibody) testing for lyme disease, hormone tests including testosterone and faecal calprotectin		Up to 21 days
PVL-SA swab		21 days
Acid alkali fast bacilli (AAFB) sputum culture test		9 weeks
Schistosomiasis serology		12 weeks

** requests for access to results BEFORE 7 days should be reminded of minimum process time, some results may be back before 7 days but not all will, results may not be filed until all results are back
Results are commonly not filed as waiting for other test results

Printed copies of test results when tests taken at LSMP	Please refer to protocol for request of copies of test results	2 days
Ultrasound scan results requested by LSMP		14 days
MRI results when test requested by LSMP		14 days
Repeat prescriptions when previously issued by LSMP		2 days

Letters for universities, departmental notes/letters for student support/disability support	Consent form to be signed at reception, payment if indicated Completed letter needs LSMP stamp, letter should not be issued without this stamp	7 days
Medical examination and report forms	Non NHS items of service	21 days
Request for travel apts		7 days
Copies of vaccination histories		7 days
Letters for private referrals		7 days
Subject access request	If we need to ask you for more information to assist us, or prove your identity, then the one calendar month period will start once we have received the required information. In certain circumstances, this time period may be extended by a further two months and we will inform you in writing if this is the case	One calendar month
Registration at LSMP	At reception	24 hours to process before an apt can be booked if registering 7am-12 noon 48 hours if registering after 12 noon
	Online	48 hours

Complaints-see separate policy

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