

If you have any complaints about any aspect of your application to obtain access to your health records, you should first discuss this with the clinician concerned. If this proves unsuccessful, you can make a complaint through the NHS Complaints Procedure by contacting the Practice Manager.

Further information about the NHS Complaints Procedure is available on the NHS Choices website.

Alternatively you can contact the Information Commissioners Office (responsible for governing Data Protection compliance) –

Wycliffe House,  
Water Lane,  
Wilmslow,  
Cheshire,  
SK9 5AF

Tel 01625 545745 or [www.ico.gov.uk/](http://www.ico.gov.uk/)

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## Prices Mill Surgery

### Access to Medical Records (Subject Access Requests)



### Information for Patients

## Introduction

The Data Protection Act 1998 gives you (or your authorised representative) the right to apply for access to your health record. This is known as a Subject Access Request (SAR). You can apply to view your records and/or obtain a copy. Prices Mill Surgery manages SAR requests in accordance with the Information Commissioners Office Subject Access Request Code of Conduct.

## Online Access to Medical Records

You are able to make a request for online access to the coded information from your records as part of Price's Mill's online services. Further information can be obtained from our reception staff or our website.

## To make a subject access request

To access your medical records, you must make a written request. The request does not have to be on any particular form. However, to make it easier for you we provide a form for this purpose which you can download from our website or obtain at our reception desk.

## Photo Identification

We take the protection of the information we hold about you very seriously. Therefore, even with a written request signed by you, we ask that you come to the practice with photo ID so we can confirm your identity and your request in person.

## Fees

We charge for dealing with a SAR within Data Protection Subject Access Fee Regulations (2000). The charge is £10 if you wish to view your records or receive a copy of the records held solely on our computer system. The fee is £50 if you want printed copies of some or all of your records. We require payment of these fees before we process your request.

## Requests from Third Parties

We can receive written requests from third parties for copies of your medical records. This is often a solicitor acting on behalf of a patient or sometimes an insurance company. This information can only be released with your written consent.

## Exemptions

Each SAR must be authorised by a GP. In some circumstances the GP will judge that access should not be granted. The Data Protection Act allows Price's Mill Surgery to refuse access in the following circumstances:

- Where it has been judged that supplying you with the information is likely to cause serious harm to the physical or mental health or condition of you, or any other person, or;
- Where providing you with access would disclose information relating to or provided by a third person who had not consented to the disclosure. This will not apply where the third person is a clinician involved in your care.

## Requests for Information about children

Even if a child is too young to understand the implications of subject access rights, data about them is still their personal data and does not belong to anyone else. It is the child who has a right of access to the information held about them. A person who has 'Parental Responsibility' for a child has a right to make a *request* to access the child's records. You will be required to provide documentary evidence of Parental Responsibility and photo identification for yourself.

As a guide, it is our standard practice to request the consent of a child aged 10 or over prior to the release of any information about them even if to a parent or guardian. This is done at an appointment with a GP. In the case of children under the age of 10 or who do not have sufficient understanding to make a decision, the GP will decide if access is in the best interests of the child. Access will be denied if there are deemed to be negative consequences of granting access.

## Timescales

NHS organisations are required to provide the requested information within 21 days of receipt of all the required information, and relevant fee. We aim at all times, to comply with this requirement.