

Fees

The Practice must provide a copy of the information free of charge. However, the practice may charge a reasonable fee to comply with requests for further copies of the same information. The fee must be based on the administrative cost of providing the information.

It is the Practice's responsibility to consider an access request and to disclose the records if the correct procedure has been followed. Before the Practice discloses or provides copies of medical records, the records must be checked, and the release must be documented and authorised.

Confidential information will not be sent by email unless:

- the email address of the recipient is absolutely verified, and
- the information is sent *securely*
- policy stipulations (unless the patient clearly expresses a preference to receive unencrypted information in this way)

If sent by post:

- the record should be sent to a named individual
- by recorded delivery
- marked "private and confidential"
- "for addressee only"
- and the Practice details should be written on the reverse of the envelope.

Woodlands Surgery at Eden House



Subject Access Requests (SARs)

General Data Protection Regulations

Under the General Data Protection Regulations (GDPR), patients have a right to a copy of their medical records, generally without charge*.

As a business, and as part of the NHS, we do aim to keep our costs down. In order to help us do this there are a number of options to get a copy of your medical records.

Option one: Online access

If you have access to the internet you can apply for online access to your medicals. A copy of this form is available on our website, or can be collected from reception. You will need to bring TWO forms of ID with the completed form.

Option two: Electronic Records

If you were born before the year 2000, part of your medical record is likely to be on paper ("Lloyd George" notes). Prior to computerisation, practices recorded consultations on paper notes. Now notes are electronic, anything significant from your old paper notes is summarised and added to your electronic record. If you wish to have a copy of your notes, you can just ask for your electronic notes.

Option three: Full copy of records

The third option is to request a full copy of your records, both electronic and paper.

*For more information please see Subject Access Request policy available on our website

A request for access to health records in accordance with the GDPR can be made in writing to the Practice. A simple form is available by asking at the practice, if they wish. Requests for access can be made verbally, or in writing, to any member of Practice staff.

All requests will be documented. The documented request will then be passed on to the Practice Manager. Requests will be recorded in the Subject Access Request Register.

The requester is under no obligation to provide a reason for the request, even if asked by the Practice.

Patients Living Abroad

For former patients living outside of the UK and whom once had treatment for their stay here, under GDPR they still have the same rights to apply for access to their UK health records. Such a request should be dealt with as someone making an access request from within the UK.

Patient Representatives

A patient can must written authorisation for a person (for example a solicitor or relative) to make an application on their behalf.