## HOW TO ACCESS

## YOUR HEALTH RECORDS

GUIDELINES FOR PATIENTS

# THE QUARTER JACK SURGERY



**Comments, Suggestions and Complaints:**

**We strive to offer high quality and responsive services. If you have any comments, suggestions or complaints about accessing your records or obtaining copies of records, please address these, in the first instance, to The Management Team.**

**The General Data Protection Regulation 2018 gives you right of access to your health records but the record holder may withhold any information which might cause serious harm to physical or mental health or identify a third party. The record holder does not have to disclose the fact that information has been withheld.**

**Our main concern would be any information that caused great distress to either yourself, members of your family or anyone else involved in your case. Witholding information is something we would not do lightly and it would only be done following discussions with the health professional responsible for your case.**

**When we know that you wish to gain access to your records we will need up to 1 month to gather all the records together. We may take up to a further 2 months if the record is complex.**

**You will then be contacted to agree a date and time when you can come to the surgery to view/collect your notes. Original records cannot leave our premises. If you are viewing only, a senior member of staff will be with you when you view your notes to explain any technical information or abbreviations you do not understand.**

**If you feel that any part of the record held is inaccurate or incorrect you should raise this with the healthcare professional who has made the record. There may be circumstances where amendment would affect the factual accuracy in relation to your treatment. In these cases you will be offered the opportunity to write a statement about the nature of the information you feel is incorrect, which will be added to your records.**

**If you require access to records made by another NHS body (ie hospital) please apply directly to the body in question.**

**If you wish to apply for the Medical Record of a deceased person, please ask for the**

**NHS England Application for Access to Health Records form (The Access to Health Records Act 1990 applies to deceased patients).**

# How to apply for access:

**Please complete**

**The Quarter Jack Surgery**

**Patient Authority Consent Form.**

**If you are unable, or do not wish to approach your GP personally you can ask someone else to do so on your behalf. You will need to give them formal authorisation to do this.**

**You will need to be able to provide some reliable proof of identity when you actually arrive to see/collect the files.**

The surgery is entitled to refuse or charge for requests that are manifestly unfounded, repeated or excessive.

Every NHS patient has a demographic record on The National Spine (sometimes known as the NHS central patient registry) which includes names, address, NHS number and telephone numbers.

Every NHS organisation has access to The Spine and, in order to treat you, should add you to their clinical system by finding you on The Spine, preferably by using your NHS number. You cannot be a NHS patient without your demographic details being on The Spine.

**Privacy Notice - Summary**

**Your data, privacy and the Law - how we use your medical records**

* This practice handles medical records according to the laws on data protection and confidentiality.
* We share medical records with health professionals who are involved in providing you with care and treatment. This is on a need to know basis and event by event.
* Some of your data is automatically copied to the Shared Care Summary Record.
* We may share some of your data with local out of hours / urgent or emergency care service.
* Data about you is used to manage national screening campaigns such as Flu, Cervical cytology and Diabetes prevention.
* Data about you, usually de-identified, is used to manage the NHS and make payments.
* We share information when the law requires us to do, for instance when we are inspected or reporting certain illnesses or safeguarding vulnerable people.
* Your data is used to check the quality of care provided by the NHS.
* We may also share medical records for medical research

For more information visit our website, ask at reception or email us.

June 14th 2018