

Complaints

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.org.uk/

All complaints will be acknowledged within three working days and a full response will be provided within 20 working days. If a complaint is made verbally to the practice, this will be documented and you will be asked to confirm in writing that you agree with what has been recorded.

Access to Medical Records under the Data Protection Act 1998

If you require this leaflet in a different format or you need further information or assistance, please contact:

Practice Manager

Whitchurch Village Practice

Information Guide Subject Access Requests



Online Access / Making a Subject Access Request (SAR)

Introduction

The Data Protection Act 1998 gives every living person (or authorised representative) the right to apply for access to their health records.

Following 25th of May 2018 the current data protection regulations were changed. This is part of the new General Data Protection Regulation (GDPR) laws. Whitchurch Village Practice aims to ensure that we provide a high standard of medical care. To allow this to happen we keep records about you, your health, the care we provide and the care we plan to provide to you.

Making a subject access request

To gain access please submit a **SAR form** for your medical health records held at **Whitchurch Village Practice**. This form can be downloaded from our website or obtained from reception.

Alternatively, you can submit an email request as long as you provide your name, date of birth, registered address and the relative dates in which you wish to obtain records for. You will be asked to prove your identity when collecting the records.

Making a Subject Access Request (SAR) continued....

Costs

According to GDPR, a patient is able to request access to their medical record free of charge.

Under the Access to Medical Records Act the practice is allowed to charge an administration fee if we are contacted by insurance companies or solicitors with your signed consent.



Please be aware that fees may be charged for the following reasons:

- If duplicate copies of paper records are requested.
- If we are contacted by solisitors requesting records (under the Access to Medical Reports Act 1988) with patient consent.
- If records are not collected within two weeks of
- In exepertanal circumstances where the request is deemed as excessive.

Making a Subject Access Request (SAR) continued....

When making your request for access, it would be helpful if you could provide details of the time-periods and aspects of your health record you require (*this is optional, but it may help save practice time and resources and reduce the cost of your access request*).

If you are using an authorised representative, you need to be aware that in doing so, they may gain access to all health records concerning you, which may not all be relevant. If this is a concern, you should inform your representative of what information you wish them to specifically request when they are applying for access.

GPs have ethical obligations around how patient records are shared, and will explain to patients, in broad terms, the implications of making a Subject Access Request so they can make an informed decision on whether they wish to exercise their rights under the Data Protection Act.