

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 Formally.

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

www.nhs.uk/anoutNHSChoices/pages/Howtocomplaincompliment.aspx

Alternatively you can contact the Information Commissioners Office (ICO)

(responsible for governing Data Protection compliance).

Tel: 0303 123 1113 or www.ico.gov.uk/

KINGSTHORPE MEDICAL CENTRE

PATIENT ACCESS TO MEDICAL RECORDS



INFORMATION LEAFLET

- ◆ **Access to Health Records Act 1990**
- ◆ **Access to Medical Reports Act 1988**
- ◆ **General Data Protection Regulation**
- ◆ **Data Protection Act 2018**
- ◆ **Freedom of Information Act 2000**
- ◆ **Data Protection (Subject Access Modification) (Health)**

*Eastern Avenue South
Kingsthorpe
Northampton
NN2 7JN*

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Introduction:

In accordance with the General Data Protection Regulation, patients have the right to access their data and any supplementary information held by Kingsthorpe Medical Centre, this is commonly known as a data subject access request (DSAR). Data subjects have a right to receive:

- ◇ Confirmation that their data is being processed
- ◇ Access to personal data
- ◇ Access to any other supplementary information held about them

Options for access:

As of April 2016 practices have been obliged to allow patients access to their health record online. This service will enable the patient to view coded information held in their health record. Prior to accessing this information, you will have to visit the practice and undertake an identity check before being granted access to your records.

In addition, you can make a request to be provided with copies of your health record. To do so you must submit a DSAR form which is available from the practice website. Alternatively, a paper copy of the DSAR is available from reception.

You will need to submit the form to the practice. Patients do not have to pay a fee for copies of their records.

Time frame:

Once the DSAR form is submitted, Kingsthorpe Medical Centre will aim to process the request within 28 days. However, this may not always be possible. The maximum time permitted to process DSAR's is one calendar month although on some occasions this may take longer but we will inform you of any delays.

Exemptions:

There maybe occasions when the data controller will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

Online Access to Medical Records:

If you wish to apply for online access you will need to complete an application for Patient Online Access. You can either download this form from the practice website or collect a form from Reception.

Completed documentation needs to be returned to the Practice Manger. Once all checks have been completed you will be registered for online access and issued with a unique username and password.

Charges:

There are no charges for this service although repeated requests and for any unfounded or excessive requests a charge may be made. You will be advised of this fee in advance. If information is requested a second or subsequent DSAR electronically then there maybe a charge , which could include the cost of a USB stick.

Please forward all requests to:

Mrs Pauline Norman
Practice Manager
Kingsthorpe Medical Centre
Eastern Avenue South
Kingsthorpe
Northampton. NN2 7JN