

Market Street Medical Practice

Access to Medical Records Protocol

Patients have the right to ask for a copy of their medical records or to view part of their records.

The request can be made verbally, in writing, via email or, if they wish, they can use our form 'Request for Medical Records'. The request can be made to any member of staff.

If a patient makes an enquiry regarding this, they must be advised that:

- No fee will be charged unless the request is excessive or if the patient requests further copies of their data following the original request.
- The Practice will provide this within one calendar month. eg if requested on the 1st June we will have to provide the records by the 2nd July.
- On the day of collection, before any information is released, the patient will be required to show identification.
- If the patient wishes to view their record, this can be arranged by speaking to the Practice Manager and an appropriate time will be agreed.
- Advise the patient to inform us if they believe anything in their record is inaccurate or incorrect.

More detailed information can be found in the Information Commissioner's Office 'Right of Access' Code of Practice.

www.ico.org.uk

Right to Rectification

Patients have a right to require data controllers (the Practice) to rectify inaccurate personal data.

Although 'inaccurate' is not defined, the ICO believe that opinions are accurate to the person holding the opinion, so a professional opinion is defined as accurate.

The Practice must reply to requests within one calendar month

Right to Erasure

Should a patient request right to erasure, this must be flagged to the Practice Manager, immediately.

Advice will be sought in all instances.

June 20	Title	Version	Author	Valid from	Reviewed	Next review	Out of use
	Access to Medical Records Protocol	1	SJ	May 18	June 20	June 21	