

ACCESSING YOUR MEDICAL RECORDS

Introduction

In accordance with the UK General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by this organisation. This is commonly known as a subject access request (SAR).

Data subjects have a right to receive:

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

Options for access

As of April 2016, organisations have been obliged to allow patients access to their coded health record online. As of October 2023, this service now enables the patient to view their prospective full medical record. As a practice we have decided to ask patient's permission first, as this gives the practice time to check the patient's understanding and be sure access to their data is safe for them. The practice is aware that not everyone will want access to their full record on the internet at this time, and some patients may have concerns about their personal medical records being made available on their smartphones or online, especially if other people have access to their devices.

If a patient does NOT want access, they will have the option to decline access.

If a patient DOES want access, they will be asked to opt in and submit an online access request so that their record can be individually reviewed by a clinician before online access is granted.

In addition, you can make a request to be provided with copies of your health record. To do so, you must submit a SAR form. This can be submitted electronically and the SAR form is available on the organisation website. Alternatively, a paper copy of the SAR is available from reception. You will need to submit the form online or return the completed paper copy of the SAR to the organisation. Patients do not have to pay a fee for copies of their records.

Time frame

Once the SAR form is submitted, this organisation will aim to process the request within 28 days; however, this may not always be possible.

Exemptions

There may be 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.

Data controller

At Dr Uddin & Dr Anwar, Halliwell Surgery (3), the data controllers are Dr Uddin & Dr Anwar and should you have any questions relating to accessing your medical records, please ask to discuss this with the named data controller via the practice manager.