

ACCESS TO HEALTH RECORDS

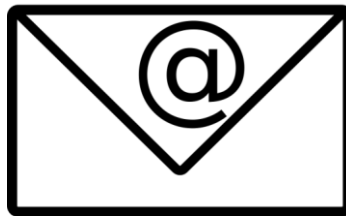


Under the General Data Protection Regulation and Data Protection Act 2018 you have the right to access the records that we hold about you, this is known as a Subject Access Request.

How to make a Subject Access Requests

To request a copy of your medical records you need to contact the Ministeries Office please email: [Ministries Office \(nos-tr.ministries@nhs.net\)](mailto:nos-tr.ministries@nhs.net)

You are not required to submit a request in writing but this does help us to process your request easily but you may be asked to complete an application form as this provides us with the relevant information required, including your signature . You will also need to provide us with 2 forms of identification with at least one containing your signature . Please be as specific as possible with your request, for example, stating date ranges.



Fees

There is normally no charge for making a request for your information. There are circumstances when we can make a charge, for instance if you are asking for a copy of information you have already received or if the request for the information is excessive. We will always advise you of any charge before providing the information.

How long will it take?

We will normally provide you with the information within 1 calendar month of receiving your request or if this is not possible, you will be provided with an explanation and an anticipated timescale. .



Identification Checks

We will need to verify your identity before we release your information, a list of acceptable identification which could include a copy of your passport, driving licence or other photo identification, and a document with your name and address (eg a utility bill).

You can make a request on behalf of someone else. On these occasions, we will require additional identification— your own identification and also the consent and identification of the person you are requesting the information for. This will be explained to you in more detail when we receive the request.

Exemptions

There are two circumstances where information would not be released when a request has been made:

- Where it has been judged that supplying you with the information is likely to cause serious harm to the physical or mental health or condition of you or any other person.
- Where providing you with access would disclose information relating or provided by a third person who had not consented to the disclosure. This will not apply where the third person is a clinician involved in your care.



Children's requests

Children have the same rights as adults when it comes to their information and so can request a copy. As long as the child is deemed to be competent and understand what they are requesting then they can make the request.

An adult with parental responsibility for that child can also make an access request for the child's records.



Requests from Third Parties

A request may be made by a third party, often a solicitor or health insurance company. Information that third parties request can only be released with your written consent.



Complaints

If you are unhappy with any aspect of your application to access your records we advise you first contact the complaints department:

Chief Executive OR Chief Nurse

University Hospitals of North Midlands

Trust Headquarters

Royal Stoke University Hospital

Newcastle Road

ST4 6QG

Email address: complaints.department@nhs.net

If you are not happy with our response you can contact the Information Commissioners Office who are the independent body that regulates organisations under Freedom of Information legislation:

Information Commissioners Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113