

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 Finance Manager

Elaine Oldroyd.

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.

If you require this leaflet in a different format or you need further information or assistance, please contact:
Lynne Bolton – Practice Development Manager

CCTV Images

At **Ravensthorpe Health Centre** there is one CCTV system for the whole site and NHS Property Services (NHS PS) are the Data Controller.

NHS PS is registered with the ICO (for our use of CCTV) for the prevention and detection of crime, and the apprehension and prosecution of offenders.

If you require any additional information you should contact

NHS Property Services Ltd
Batley Health Centre, 130 Upper Commercial St.
Batley WF17 5ED

Tel: 01924 351649

Or

Tel: 0191 337 1593

Access to Medical Records under 'General Data Protection Regulations'



North Road Suite
RAVENSTHORPE HEALTH CENTRE



Providing NHS services

Dr N Chandra & Partners
Ravensthorpe Health Centre
Netherfield Road,
Ravensthorpe,
Dewsbury
WF13 3JY
Tel: 01924 767 101
Web-site:
www.northroadsuite.gpsurgery.net

Online Access / Making a Subject Access Request (SAR)

Introduction

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

Online Access to Medical Records

As of March 2016, [*Coded information from Medical Records / Full Medical Records*] can be accessed as part of the Practice's online services. For security reasons, you will have to visit the practice to undertake an identity check before you are granted access to these records. If you do not have your SystmOnline account you can apply ask any of our team for details.

To make a subject access request

A request for your medical health records held at **Elaine Oldroyd** must be made in writing (e-mails accepted northroadsuitepatient@nhs.net to the data controller.

Dr N Chandra & Partners (*please contact the practice for alternative methods of access if you are unable to make a request in writing*).

You can apply using an Application for Access to Medical Records Form available from reception if you wish.

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

Costs

Under the **General Data Protection Regulations** information must normally be provided free of charge in response to a subject access request.

There are exceptions to this see next section.

- A charge may be made if the request is 'manifestly unfounded or excessive'
- There may be a reasonable charge for further copies requested.
- More extensive information to be provided, in addition to the personal data.
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Once the data controller has all the required information your request should be fulfilled within one calendar month starting from the date the Practice is in receipt of your request. (*In exceptional circumstances where it is not possible to comply within this period you will be informed of the delay and given a timescale for when your request is likely to be met*).

Exemptions

In some circumstances, the regulations permit the data controller to withhold information held in your health record. These rare cases are detailed in the next section.

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

- 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, or;
- Where providing you with access would disclose information relating to or provided by a third person who had not consented to the disclosure. This exemption does not apply where that third person is a clinician involved in your care.

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 General Data Protection Act.