

Things to Consider

Forgotten history

There may be something you have forgotten about in your record that you might find upsetting.

Misunderstood information

Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your record may be highly technical, written by specialists and not easily understood. A list of common abbreviations can be found on our website, however, if you require further clarification, please contact the surgery for a clearer explanation.

Choosing to share your information

It's up to you whether or not you share your information with others – perhaps family members or carers. It's your choice, but also your responsibility to keep the information safe and secure.

Redaction

We may redact information from your records if it relates to a third-party or if the information is likely to cause serious harm to your mental or physical health*

Information about someone else

If you spot something in the record that is not about you or notice any other errors, please contact the Practice as soon as possible by emailing us at **stthomas@nhs.net**

Complaints

A leaflet detailing the Practice's complaints procedure is available at the Health Centre reception.

Where the complaint is by a third party, and the complaint or enquiry is related to someone else, the written consent of the Data Subject is required. Where this is not possible full justification must be given.

Terms Used

Data Subject.

This is the person whose medical records are stored on the system, and who has rights of access as determined under the Act.

Third Party.

A person or body other than the Data Subject who requests access, or to whom a copy may be provided.

*(DPA 2018, Schedule 3, part 2, paragraph 2 (2))

St Thomas Medical Group

Subject Access Requests and Data Protection



Access—Data Subject

The UK General Data Protection Regulation 2018 specifies the rights of access of the Data Subject.

We request that applications for copies of medical records are in writing on a Subject Access application form which will be provided on request. Photo ID must be provided when requested.

The form must be fully completed.

A response will be provided as soon as possible and in any event within 1 month. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

A list of commonly used abbreviations can be obtained from the secretarial team or found on our website.

Online Access

Did you know, you can book appointments, request prescriptions, and view your electronic medical records online?

Ask at reception for an application form.

Making a Request

- Please read this leaflet carefully
- Ask at reception for an access form entitled ' Subject Access Request'
- Whilst we no longer charge for copies of your medical records, we may apply a fee of 20p per sheet up to a maximum of £25, where a duplicated request is received. Postage and packaging may also be applied.
- We will aim to complete your request within 1 month. **There is no facility for immediate access.**
- You might want to consider signing up for online access.

Send the application to:

Nina Smith

Data Protection Officer

St Thomas Health Centre

Cowick Street

EXETER EX4 1HJ

Provision of Information to Third Parties

Information will not normally be released to other family members without verbal/written patient consent. Consent forms are available at reception.

All individuals working within and for the Practice, either permanently or temporarily have access to your medical and personal details. Access is granted according to roles and all staff are required to sign a confidentiality agreement.

All Subject Access Requests received by St Thomas Medical Group are now managed by an NHS trusted partner called iGPR.