

Making an Access Request

- Please read this leaflet carefully!
- Ask at reception for an access form entitled ' Application to Access Medical Records'
- Whilst we no longer charge for access to medical records, we may apply a small administration fee of 20p per sheet to a maximum of £5, where repeated copies are required. 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

d-ccg.stthomasm@nhs.net

St Thomas Medical Group

Access to Medical Records, and Data Protection



Access—Data Subject

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

All requests for access must be 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.

Online Access

Consider registering for Online Access to view Allergies, Immunisations, Test Results and more.

Ask at reception for an application form.

Provision of Information to Third Parties

The practice may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not normally be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent, however you may be consulted about these in advance.

All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements.

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 related to someone else, the written consent of the Data Subject is required. Where this is not possible full justification must be given.

All complaints will be acknowledged within 14 days, and a response provided within 21 days.

Terms Used

Data Subject.

This is the person whose image is within 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 an image may be provided.