



Subject Access Request (SAR)

Access to Health Records - Information for Patients

This leaflet explains how to request access to your health records held by the practice.

Under UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, you have the right to request access to the personal information we hold about you.

Contact Details

Practice: Northgate Village Surgery

Fountains Health

Delamere Street

Chester

CH1 4DS

Telephone: 01244 564319

Email: northgatevillage.surgery@nhs.net

If you need help completing a Subject Access Request (SAR), please contact the practice and a member of staff will assist you.

How to Make a Request

To request access to your health records, please submit your request in writing.

Your request should include:

- Your full name
- Date of birth
- Current address
- Contact telephone number or email address
- Details of the information you would like to access
- Proof of identity

Requests can be submitted by post, in person delivered to reception or by email.

To protect patient confidentiality, we are required to verify the identity of anyone requesting access to records. For security reasons, we may contact you to verify your identity before releasing any information.

You may therefore be asked to provide one form of photographic identification, such as:

- Passport
- Driving licence
- Birth certificate

Additional proof of address may also be requested where appropriate.

Once your request has been received, the practice will contact you if further information is required.

Your Rights

You have the right to:

- Request access to your health records
- Receive a copy of your records in electronic or paper format

- Request correction of inaccurate or incomplete information
- Be informed if information has been withheld under legal exemptions
- Make a complaint if you are unhappy with the way your request has been handled

You do not need to provide a reason for requesting your records.

Who Can Apply for Access

Applications may be made by:

- The patient
- A person acting with the patient's written consent
- A parent or person with parental responsibility for a child, where appropriate
- A person legally appointed to act on behalf of someone who lacks mental capacity
- The personal representative of a deceased patient or someone with a legal claim arising from the patient's death

Where requests are made on behalf of another person, evidence of authority or consent will be required.

What Is a Health Record?

A health record includes information relating to your physical or mental health created by healthcare professionals involved in your care. This may include:

- Consultation notes
- Test results
- Referral letters
- Medication history
- Hospital correspondence
- Reports from healthcare professionals

Records may be held electronically, digitally, or in paper format.

When Access May Be Limited

In some circumstances, parts of a record may be withheld in accordance with data protection legislation.

This may apply where:

- Disclosure could cause serious harm to the physical or mental health of the patient or another person
- Information identifies another individual who has not consented to disclosure
- The information is subject to a legal exemption
- The request relates to information provided confidentially by a third party

Where appropriate, the practice will explain why information cannot be disclosed.

Requests Relating to Deceased Patients

Access to the records of a deceased patient may be provided to:

- The patient's personal representative
- A person with a claim arising from the death

Only information relevant to the request or claim may be disclosed.

Access may be refused where the deceased patient clearly stated that information should remain confidential.

Response Times

We aim to respond to Subject Access Requests within one calendar month of receiving:

- A completed request
- Satisfactory proof of identity
- Any additional information required to process the request

In some cases, where requests are complex or involve large amounts of information, the response period may be extended in accordance with data protection legislation.

Fees

There is normally no charge for making a Subject Access Request.

However, a reasonable administrative fee may be charged for:

- Repeated requests for the same information
- Excessive or unfounded requests
- Additional copies of records

Correcting Information

If you believe information in your record is incorrect or incomplete, you may ask the practice to correct or update it.

Clinical records cannot be deleted or altered retrospectively, but a note of correction or clarification may be added where appropriate.

Complaints

If you are dissatisfied with the handling of your request, please raise your concerns with the practice in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113

Website: <https://www.ico.org.uk>

Confidentiality and Data Protection

Northgate Village Surgery is committed to protecting your privacy and handling your personal information securely and confidentially.

All requests are processed in accordance with:

- UK GDPR
- Data Protection Act 2018
- Access to Health Records Act 1990
- NHS confidentiality requirements