



Billesdon Surgery

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Application for retrospective access to medical records

As of 1st November 2023 all patients in England aged 16 and over who register with a general practice have access to data in their GP medical records from the date of their registration, or from 1st November 2023. This is known as “prospective access to medical records” and includes: Appointments; Medications; Allergies; Hospital letters; Test results; Consultations and Immunisations.

To be able to view data in GP your medical record prior to the activation date, known as “retrospective access”, you are required to complete this form.

Once we’ve received your completed form and verified your identity, we will send you an email letting you know that retrospective record access has been activated.

This service is not available unless you have an email address and one that is unique to you and not shared by anyone else.

Please complete all areas in **CAPITAL LETTERS**.

All fields below are mandatory. **We cannot accept requests without an email address.** By entering an email address, you agree to allow Billesdon Surgery to communicate with you via your email address.

Name	Date of Birth
Email address	Best contact No.
Home address	
Signed	Date
Signed on behalf of patient (if applicable) (e.g for adults lacking capacity)	Date

FOR OFFICE USE ONLY

ID check Form(s) of ID: _____ GP reviewed

Access granted Access rejected, reason: _____

Retrospective access active Patient informed Date: _____

ACCESS TO RETROSPECTIVE MEDICAL RECORDS TERMS AND CONDITIONS

1. The service is provided solely for the use of the registered patient i.e. the patient or their parent/guardian, carer or power of attorney named on the application form.
2. We will endeavour to process your application in a timely manner. Please note that all requests must be approved by a GP and is required to follow General Data Protection Regulations processes and could take up to a month. You will be notified by email when the functionality has been added to your account.
3. If your application has been rejected, we will notify you by email. We are not obliged to inform you of why your application has been rejected.
4. In some circumstances it may be necessary for us to hide certain entries in your medical record that will not be visible to you for safeguarding or General Data Protection reasons.
5. In some circumstances it may be necessary to disallow prospective and retrospective access to your medical record for safeguarding or General Data Protection reasons.
6. If you see anything in your medical record that you believe to be factually incorrect, please write to the practice outlining in detail which areas of your medical record you believe to be incorrect. All requests to change entries in your medical record are approved or rejected by a doctor.
7. Some hospital letters, referrals and other clinical documents we hold on your medical record may not be available to view because they are in a format that operating systems (such as Windows and iOS) cannot recognise outside of the clinical system.
8. The various functions of online service providers, NHS App, Airmid or SystmOnline, including those for accessing and viewing your medical record, are solely the responsibility and management of the providers of those systems. Billesdon Surgery is not responsible for how these services function or how they are presented; nor can we consider development requests.
9. Prospective and retrospective access to medical records is only available to patients aged 16 and over. Applications for minors will be rejected.
10. Prospective access granted by your previous practice does not migrate to ours. Your prospective access will begin from the date of your registration with our practice. By completing this form you will gain retrospective access to your record.
11. You must have a valid email address and one that is not shared by other persons.
12. The practice cannot guarantee that the online services will be continuously available.
13. Acceptable forms of ID are: Passport (photo ID); Drivers Licence (photo ID); Bus Pass (photo ID); Student card (photo ID); Household Bill (address ID); Bank Statement (address ID); Marriage Certificate; Birth Certificate. In some circumstances we may waive the need to present ID, for example if you previously had record access with Patient Access. However, we reserve the right to audit this and if necessary, revoke access if any fraudulent activity is found.
14. The practice cannot always offer technical support, Billesdon Surgery does not run or maintain the online services. If you are encountering an issue with an online service provider you should first try their support pages.
15. If you have a complaint or want to leave feedback about an online service please direct your complaints or feedback to the provider. We regret that Billesdon Surgery cannot accept complaints or feedback about online services.
16. Failure to comply with any of the above conditions may result in revocation of prospective and retrospective access to your medical record and/or online services as a whole.
17. We may update these terms and conditions at any time. The latest version of this form, including the terms and conditions, will always be available on our website at www.billesdonsurgery.com and from reception. By signing page 1 of this form you agree to the terms and conditions as outlined on the latest version of the form.