

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 Manager.

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 **0303 123 1113** or <https://ico.org.uk/> or click to contact us form <https://ico.org.uk/global/contact-us/email/>

All complaints will be acknowledged within three working days and a full response will be provided within 1 calendar month. 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.

CCTV

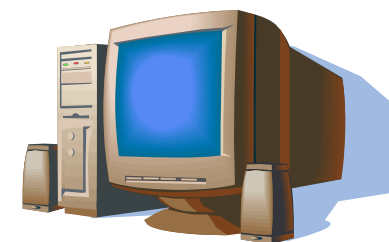
- CCTV images will not be retained longer than is considered necessary, and will be then be deleted.
- All images will be held securely, all access requests are documented, and access to images will be documented. Except for law enforcement bodies, images will not be provided to third parties and will be at the discretion of the Data Controller
- Images may record individuals and/or record incidents. Not all recordings are designed to identify persons. They are held to improve the personal security of patients and staff whilst on the premises, and for the prevention and detection of crime, and images may be provided to police or other bodies.
- Images may be edited to exclude images of third parties. This may be necessary to protect their identity of the third parties.
- The practice regularly reviews compliance with the ICO's CCTV Code of Practice; continued operational effectiveness and whether the system continues to meet its purposes and remains justified.

Recording Telephone Calls

The Practice does not record either incoming or outgoing telephone calls.

Grimethorpe Medical Centre

Access to Medical Records under the Data Protection Act 2018



Making a Subject Access Request (SAR)

Introduction

The Data Protection Act 2018 gives every living person (or authorised representative) the right to apply for access to their health records.

To make a request

A request for your medical health records held at **Grimethorpe Medical Centre** must be made in writing (e-mails accepted) to the data controller who is: Dr Maters (*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.

Costs

Under the Data Protection Act 2018 and GDPR you will not be charged a fee to view your health records or to be provided with a copy of them, unless it is manifestly unfounded, excessive or a repetitive request.

We will charge a fee to cover our administration costs if you ask for further copies of the same information. The cost for this will be up to a maximum of £50.

Once the data controller has all the required information, and fee where relevant, your request should be fulfilled within 1 calendar month.

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

Exemptions

In some circumstances, the Act permits the data controller to withhold information held in your health record. These rare cases are:

- 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.

GPs have ethical obligations around how patient records are shared, and should 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 Data Protection Act.

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 therefore please clarify with the representative which information they require.

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

You may wish to consider:

- Do you or your Authorised Representative wish to see your whole medical record from birth.
- Do you or your Authorised Representative wish to see everything recorded on your medical record (*including those entries recorded from visits to other care settings*) over a specific time period.
- Do you or your Authorised Representative wish to see everything relating to a specific problem or event.

You also need to consider:

- If you want to register for On-Line Access then you can view aspects of your medical record in your own home
- If you wish to receive the information via encrypted email.
- If you wish to receive the information on paper, you will be asked to collect it from us yourself
- If you wish to receive the information on disc format or a new USB pen (opened in practice) and collected by yourself