

SHAWBIRCH

MEDICAL CENTRE

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ACCESSING YOUR MEDICAL RECORDS

Introduction

In accordance with the UK General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by Shawbirch Medical Centre. This is commonly known as a subject access request (SAR).

Data subjects have a right to receive:

- Confirmation that their data is being processed
- Access to their personal data
- Access to any other supplementary information held about them

Options for access

As of April 2016, organisations have been obliged to allow patients access to their coded health record online. As of April 2020, this service now enables the patient to view their prospective full medical record. Prior to accessing this information, you will have to visit the organisation and undertake an identity check before being granted access to your records.

In addition, you can make a request to be provided with copies of your health record. To do so, you must submit a SAR form. This can be submitted electronically and the SAR form is available on the organisation website. Alternatively, a paper copy of the SAR is available from reception. You will need to submit the form online or return the completed paper copy of the SAR to the organisation. Patients do not have to pay a fee for copies of their records.

Time frame

Once the SAR form is submitted, Shawbirch Medical Centre will aim to process the request within 28 days; however, this may not always be possible. The maximum time permitted to process SARs is one calendar month.

Exemptions

There may be occasions when the data controller will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

Data controller

At Shawbirch Medical Centre the data controller is Ruth Waldendorf, Practice Manager and should you have any questions relating to accessing your medical records, please ask to discuss this with the named data controller.

Ruth Waldendorf

Shawbirch Medical Centre

Data controller

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