

Access to your Medical Records

Information for Patients

*This guide explains how to request and access copies of your medical records from **Hillview Medical Centre***



NHS APP

- ▶ One way to access your GP health record is by using the NHS App
- ▶ You can create an account if you do not already have one.

To view your GP record online, you must be:

- registered with a GP surgery
 - aged 16 or over
- ▶ When you create an account, you'll need to prove your identity before you can view your GP health record. This helps keep your record secure.

<https://access.login.nhs.uk/enter-email>

<https://www.nhsapp.service.nhs.uk/login>

Contact your GP surgery If:

- ▶ You're unable to see your record
- ▶ Information is missing or has disappeared from your record
- ▶ You can only see very recent information in your record and you need to see older information
- ▶ There's incorrect information in your record
- ▶ You can see information that should not be there (for example, you can see information that's not yours)
- ▶ You do not want to be able to see your record
- ▶ Someone is pressuring you for information in your record

Copy of Medical Records

Who can ask for access to medical records?

- ▶ The patient.
- ▶ Another person (with the patient's written permission).
- ▶ A parent/guardian can access a child's medical records if the child is under 17, but if the child is capable of making their own medical decisions, their consent is required first.
- ▶ A court appointed representative of someone who cannot manage their own affairs.
- ▶ Where the patient has died, the executor named in the will, or anyone with a claim arising from the death may apply to see the records or part of them.

How do I make a request?

- ▶ Under GDPR (2018), you have the 'right of subject access', meaning you can request and see the information held about you, including your health records
- ▶ To view your records, you must complete a Subject Access Request (SAR) form, available at reception.

What will happen after I apply?

- ▶ We check that the request is valid, especially if it is for someone else.
- ▶ If everything is ok in your application, we will release the records to you via encrypted software which will allow us to email you. Other options are available if needed

How long Will It Take?

- ▶ Records are typically provided within one month of receiving a valid request; however, more complex or extensive requests may require additional time.

Warning: It is a criminal offence to make false or misleading statements to get information.

What Proof Of Identity do I Need?

- ▶ Proof of identity required when applying for your own records.
Acceptable documents:
- ▶ Current passport, full photo driving licence, or birth certificate.
- ▶ If your name has changed: marriage certificate or change of name deed.
- ▶ Current utility bill or bank statement (proof of address).
- ▶ For a child's record: full birth certificate naming both parents.
- ▶ Additional acceptable documents: Disability Blue Badge or bank card.

Is there a charge for accessing medical records?

- ▶ There is no charge for copies of records supplied under the 2018 General Data Protection Regulation (GDPR) or the Access to Health Records Act (ATHRA) 1990.

Important: If you are applying for records on behalf of the patient, you will need to have proof of your identity, and the patient's identity. You will need the patient's permission for you to have access to their records.

To access records of a deceased person, you must provide proof of your identity and evidence of your role as executor or administrator (e.g., copy of the will).

For claims related to the death, submit supporting evidence such as the will and proof of identity/address or a letter from a legal representative.

Who do I contact if I have any questions?

If you have a query about a request you have made, please email:

hillview.medical@nhs.net

Follow us on our social media channels and visit our website to stay updated with all the latest news and information from **Hillview Medical Centre**

@ Website



 Facebook

