

## Further Information

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You can find further information on accessing your medical records here:

[www.nhs.uk/using-the-nhs/about-the-nhs/how-to-get-your-medical-records/](http://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-get-your-medical-records/)

Grafton Road Surgery

Subject Access  
Request



Grafton Road Surgery

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0121 474 4686  
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## Access to Health Records

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The General Data Protection Regulation 2016 (GDPR) and Data Protection Act 2018 gives every living person, or an authorised representative, the right to apply for access to health records.

A request should be made, preferably via the SAR form but can be made via email/letter.

Under the GDPR, there is NO fee to view your health records or be provided with a copy of them.

Once we have all the required information, where relevant, your request will be dealt with within one calendar month. In exceptional circumstances, where it is not possible to comply with this timeframe, you will be informed of the delay and given a timescale of no longer than a further two calendar months from the date of your request.

We are not obliged to comply with your request if:

- We do not have sufficient information to identify you and to locate the information held about you.
- Your request is deemed to be repetitive (i.e. you have already received your information in the past 12 months, in this case we may pass on our administrative costs)
- It is excessive in nature. (This will be judged on a case by case basis and we may pass on our administrative costs.

It will be your responsibility to keep your information safe. If you choose to share this information with anyone else, this will be at your own risk.

The practice also needs to consider coercion when patients apply for online access. 'Coercion' is the intimidation of a victim to compel the individual to do something against their will by the use of psychological pressure, physical force, or threats. This means that we need to make sure no one else will be getting access to your records when we consider your application.

It is possible for relatives and/or carers to request medical records on behalf of a patient. For someone over the age of 16, you must complete the Adult Proxy Access Form. For someone under the age of 16 you must complete the Child Proxy Access Form.

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 be relevant. If this is a concern, you should inform your representative of what information you wish them to specifically request when they are applying for access.

## Approval of Request

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In some circumstances, the legislation permits us to withhold information held in your record. This is applicable if:

- It has been judged that supplying you with the information is likely to cause serious harm to the physical and/or mental health of you or any other person
- Providing you with access would disclose information relating to/or provided by a third party who has not consented to the disclosure, this exemption does not apply where that third party is a health professional involved in your care.

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 practice.

If this proves unsuccessful, you can make a complaint through the NHS Complaints Procedure by contacting the NHS organisation formally.

Alternatively, you can contact the Information Commissioners Officer (responsible for governing data protection compliance) at:

Wycliffe House, Water Lane, Wilmslow,  
Cheshire, SK9 5AF  
01625 545700  
[www.ico.org.uk](http://www.ico.org.uk)