

ACCESSING YOUR MEDICAL RECORDS AT

LEDBURY HEALTH PARTNERSHIP

Introduction

In accordance with the General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by Ledbury Health Partnership; this is commonly known as a data subject access request (DSAR). 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, practices have been obliged to allow patients access to their health record online. This service will enable the patient to view coded information held in their health record. Prior to accessing this information, you will have to visit the practice 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 Data Subject Access Request (DSAR) form; this can be submitted electronically and the DSAR form is available on the practice website. Alternatively, a paper copy of the DSAR is available from reception. You will return the completed paper copy of the DSAR to the practice and undertake an identity check before the application can be processed. Patients do not have to pay a fee for the first copy of their records but will be charged if additional copies are required. Please note, we do not supply copies of medical records to anyone other than the patient, including insurance companies, solicitors etc, it is the responsibility of the patient to forward their records on to third parties.

Time frame

Once the DSAR form is submitted, Ledbury Health Partnership will process the request within one calendar month. If this is not possible we will explain the reason why.

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 Ledbury Health Partnership the data controller is Julie Knights. Should you have any questions relating to accessing your medical records, please ask to discuss this with the data controller.