



Langport Surgery

General Data Protection Regulation (GDPR) – Making a Subject Access Request Information Leaflet

WHAT IS A SUBJECT ACCESS REQUEST?

GDPR gives every living person (or authorised representative) the right to apply for access to their medical health records.

A Subject Access Request is the provision of all data relating to you as well as any supplementary information. You may request to obtain certain parts of your information, or all of it, depending on what you would you require.

If you have access to the NHS App, this is an easy way to view your medical record. All NHS App users at Langport Surgery have access to their data from 18th October 2023 or from the date they requested access via a detailed coded record application, however you can apply to see historical data also. Your information is updated in the app as information is added to your record, so you are always up to date.

If you do not have the NHS App, you can speak to a member of our reception team for help setting this up, or you may prefer to have an electronic file containing your medical record sent to you or a paper copy printed.

HOW TO MAKE A REQUEST

To request your own medical health records held at Langport Surgery we would like you to complete the form enclosed within this leaflet and hand in at Reception; this allows us to ensure we are accurately providing you with the information you require. When handing in your form at reception **you will need to provide proof of ID.**

You can request that your record is provided to you via secure email, in paper or via the NHS App.

If you wish to request the medical health records of someone else, or you are unable to complete the form, please contact the surgery for more information.

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 will ensure that your requests can be actioned as soon as possible.

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. 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.

COSTS

Under GDPR, you cannot be charged a fee to view your health records or to be provided with a copy of them, but you may be charged for extra copies or for unusual requests.

WHAT HAPPENS WHEN I MAKE MY REQUEST?

Once the surgery has all the required information, your request should be fulfilled within 30 days (in exceptional circumstances where it is not possible to comply within this period you will be informed of the delay and given a timescale for when your request is likely to be met).

When you return your form to the surgery, the GP will approve your request and depending on your selection, one of the following processes will apply:

- If you have requested your information via email, Medi2Data, an NHS approved 3rd party provider, will sort through your record to ensure it is legible and redact any 3rd party references. Once this is complete, they will email you with a secure link to access your record; at this stage they will require you to input information to verify your identity. You can find more information on Medi2Data via their website: <https://www.medi2data.com/patients/>
- If you have requested paper copies of your record, one of our surgery staff will review and copy your record. Once this is complete, you will be informed via text message or phone call that your record is ready to collect from Reception. **You will be asked to provide photo ID on collection and may be refused collection should you not be able to provide this.** Depending on the size of your record, this process may take longer than receiving your record via email or NHS App.
- If you have requested that your record be made available on the NHS App, you will be notified via text message or phone call when this information is made available to you. This option allows you to view your record within the NHS App at any time. **This access will be automatically withdrawn should you register as a patient with another surgery or move abroad. It is then at your new surgery's discretion as to whether they can continue to provide this for you.**

EXEMPTIONS

In some circumstances, GDPR permits the Data Protection Officer (DPO) 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 your physical or mental health or condition, or any other person.
- 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.

COMPLAINTS

If you have any concerns or 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:

- NHS Complaints Procedure is available on the NHS Choices website at: www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/

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/>

All complaints will be acknowledged within their own timelines. If you would like to complain to the Practice directly, please contact:

Data Controller: Sarah Poyntz-Wright
Langport Surgery, North Street, Langport, TA10 9RH



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Please complete all pages in FULL using BLOCK capitals

Full Name

Date of Birth (dd/mm/yyyy)

Mobile number

Email address

Address

Postcode:

I would like to receive copies of my medical records (please tick):

- Via secure email (I consent to my records being sent via NHS Contracted 3rd Party, Medi2Data)
- In paper (I understand these will not be posted and I must collect these from the surgery)
- On the NHS App (I understand that this access will be automatically withdrawn should you register as a patient with another surgery or move abroad. It is then at your new surgery's discretion as to whether they can continue to provide this for you)

I am requesting (please tick):

- My entire medical record
- My records within a specified time frame:
Date from:/...../..... Date to:/...../.....
- My records relating to the following condition(s):

Please provide details:

*For example: 'Anything in my record that mentions itchy skin' or
'Any correspondence received from Yeovil District Hospital'*

- I understand that it is my responsibility to safely store these copies of my medical records.
- I understand that any further request for copies of records I have already recieved may incur a fee.

Date of Application:/...../.....

Signed

OFFICE USE ONLY

RECEPTION

Photo Identification Seen (please specify):

Date form received

Initial

GP

I confirm the requested information can be disclosed to this patient:

Signature

Date

SECRETARY (please tick)

Request made to Medi2Data

Record reviewed and printed for patient to collect

NHS App Access Granted

Coded

Date Completed