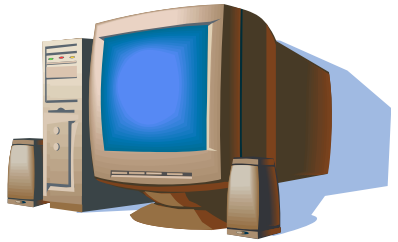
Upton Road Surgery
Ground Floor, Colne House
21 Upton Road
Watford WD18 0JP
Tel: 01923 226 266
Email: E82045.uptonroadsurgery@nhs.net

Access to Medical Records, and Data Protection



Making an Access Request

- **Read this leaflet carefully!**
- Ask at reception for an access form entitled **Application to Access Medical Records**
- Ensure that the form is fully completed, using a separate sheet of paper if necessary, and return it together with the fee of £10 (non-refundable).
- Where copy records are required an additional fee will be payable in which will not exceed £50 (including the £10 fee above)
- **Your request will be considered and you will be advised of the decision within 21 days. There is no facility for immediate access.**

Send the application to:

The Practice Manager, Upton Road Surgery, **Ground Floor, Colne House**
21 Upton Road, Watford WD18 0JP

Access—Data Subject

The Data Protection Act 1998 (Section 7) specifies the rights of access of the Data Subject.

All requests for access must be in writing on a Data Access form which will be provided on request, accompanied by a £10 fee, which is non-refundable should the request be declined.

The form must be fully completed.

A response will be provided as soon as possible, and in any event within 40 days. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

Provision of Information to Third Parties

The practice may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not normally be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent, however you may be consulted about these in advance.

All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements.

Complaints

These must be in writing and addressed to the Practice Manager.

Where the complaint is by a third party, and the complaint or enquiry related to someone else, the written consent of the Data Subject is required. Where this is not possible full justification must be given.

All complaints will be acknowledged within 14 days, and a response provided within 21 days.

Terms Used

Data Controller.

This is the controller of the data and the system, as defined in the Act. In this case the Controller is the Practice Manager.

Data Subject.

This is the person whose image is within the system, and who has rights of access as determined under the Act.

Third Party.

A person or body other than the Data Subject who requests access, or to whom an image may be provided.