



Information for patients
and carers

Access to Records

What is a health record?

The teams of health professionals caring for you keep records about your health and any treatment and care you receive from the NHS. These records help to make sure you receive the best possible care. The records may include:

- Basic details about you, such as address and next of kin.
- Details of your ongoing care.
- Information about past hospital appointments and admissions.
- Results of investigations such as X-rays and other tests.

Under the Data Protection Act 2018 and General Data Protection Regulation (GDPR) you, or an authorised representative, have the right to access your health record.

You have a right to apply for access if

- You are the patient. **(including children aged 13 or over)**
- You have parental responsibility for a patient who is under the age of **13**
- You are the person authorised in writing to make an application on behalf of the patient. (This requires the patient's signature).
- You are a person appointed by the court to manage the patient's affairs when they are unable to e.g., power of attorney (documented proof must be provided).

How do I request copies of my health records?

You need to complete the Trust's 'Access to Records' form and provide proof of identity. This can be done by either contacting the Access to Records team, see page 3 for details or access the Trust Internet page www.lancsteachinghospitals.nhs.uk/access-your-health-record

How do I request copies of a deceased person's record?

The Access to Health Records Act 1990 provides certain individuals with a right of access to the health record of a deceased individual. These include the executor or administrator of the deceased person's estate and a person who may have a claim arising out of the patient's death.

You need to complete the Trust's 'Access to Records' form as above and provide evidence of entitlement to access. This can be done by either contacting the Access to Records team, see page 3 for details or access the Trust Internet page www.lancsteachinghospitals.nhs.uk/access-your-health-record

Can I gain access to my child's record?

Yes, if the child is aged 13 or over and has the capacity to consent, the consent to release the medical records must be sought before any information can be released. Your child will be required to sign the bottom of the application form.

How much does it cost?

Under the new GDPR the fee for copy records has been removed for simple disclosure of information.

Where a request is manifestly unfounded or excessive, particularly if it is repetitive a 'reasonable fee' can be charged taking into account the administrative costs of providing the information or

the Trust can refuse to provide the records.

When will I receive my copies?

There is a legal requirement imposed on the Trust as stated in GDPR where all requests received are to be actioned within one calendar month from receipt of the request and identification into the Trust.

Contact details

Access to Records Department
Health Records
Royal Preston Hospital
Sharoe Green Lane Preston
PR2 9HT

Telephone: 01257 247028

Email: medicallegal@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.ico.org.uk

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Lancashire Teaching Hospitals is a smoke-free site

On 31 May 2017 Lancashire Teaching Hospitals became a smoke-free organisation. From that date smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking including Nicotine Replacement Therapy to help manage your symptoms of withdrawal.

If you want to stop smoking you can also contact the Quit Squad Freephone 0800 328 6297.

Cantonese:

如果你希望以另外一種格式接收該資訊，請和我們聯絡，不必猶豫。

Gujarati:

જો તમને આ માહિતી બીજી રચના કે ફોર્મેટમાં મેળવવાની ઈચ્છા હોય, તો કૃપા કરી અમારો સંપર્ક કરતા અચકાશો નહિ.

Hungarian:

Kérjük, vegye fel velünk a kapcsolatot, ha más formában kéri ezt az információt.

Polish:

Jeżeli chciał(a)by Pan/Pani otrzymać niniejsze informacje w innym formacie, prosimy o kontakt.

Punjabi:

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿਚ ਇਹ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਤੋਂ ਨਾ ਝਿਜਕੋ।

Urdu:

اگر آپ اس معلومات کو کسی اور صورت میں حاصل کرنا چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کرنے میں ہچکچاہٹ محسوس نہ کریں۔

Department: Health Records

Division: Patient Access

Production date: September 2019

Review date: September 2022

JR318 v1

