

# 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 4 for details or access the Trust Internet page

[www.lancsteachinghospitals.nhs.uk/access-your-health-record](http://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 4 for details or access the Trust Internet page [www.lancsteachinghospitals.nhs.uk/access-your-health-record](http://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. If a request is manifestly unfounded or excessive, particularly if it is repetitive a 'reasonable administration fee' can be charged. 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

Should you require further advice or information please contact: -

Access to Records Department  
Preston Business Centre  
Watling Street Road  
Fulwood  
Preston  
PR2 8DY

Telephone: **01257 247028**

Email: [accesstorecords@lthtr.nhs.uk](mailto:accesstorecords@lthtr.nhs.uk)

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)  
[www.nhs.uk](http://www.nhs.uk)  
[www.accessable.co.uk](http://www.accessable.co.uk)  
[www.patient.co.uk](http://www.patient.co.uk)  
[www.lancsteachinghospitals.nhs.uk/veteran-aware](http://www.lancsteachinghospitals.nhs.uk/veteran-aware)  
<https://bepartofresearch.nihr.ac.uk/>  
[www.ico.org.uk](http://www.ico.org.uk)

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[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

Lancashire Teaching Hospitals is a smoke-free site. 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 this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.**

**This information can be made available in large print, audio, Braille and in other languages.**

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

[patientexperienceandinvolve@LTHTR.nhs.uk](mailto:patientexperienceandinvolve@LTHTR.nhs.uk)

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**Division:** Diagnostics and Clinical Support

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