



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. You can access the form either by contacting the Access to Records team, see page 4 for details or by accessing 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. You can access the form either by contacting the Access to Records team, see page 3 for details or by accessing 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?

In line with the General Data Protection Regulation (GDPR) copies will be disclosed free of charge. 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.

When will I receive my copies?

GDPR states that we must comply with a request without undue delay and provide copies which have been requested within one calendar month of receipt of the request.

If additional identification documents are required to confirm the requestors entitlement to receive copies, the calendar month will begin once the documents have been received.

Contact details

Should you require further advice or information please contact

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

Telephone: 01257 247028

Email: Accesstorecords@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk
www.nhs.uk
www.accessable.co.uk
www.patient.co.uk
www.ico.org.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

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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 the Quit Squad Freephone 0800 328 6297.

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

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਗਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دو سری زبانوں اور بیڑی اگر آپ کو ہی معلومات سمجھنے کے لئے مدد کی ضرورت ہے تو
یہی چھپاؤ میں یہی ایسی دست ہو سکت ہے براے مہر بیان ہو گی چھہ ہی معلومات

Arabic:

مطبوعة بأحرف كبيرة و بلغات إذا كنت تريد مساعدة في فهم هذه المعلومات يُرجى أن تطلب
أخرى يمكن أن توفر هذه المعلومات

Department: Access to Records

Division: Patient Access

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