

MAKING AN ACCESS REQUEST

- ◆ Read this leaflet carefully
- ◆ Ask at reception for an access form entitled Application to Access Medical Records or download a copy from our website
- ◆ Ensure that the form is fully completed, using a separate sheet of paper if necessary, and return it to the practice
- ◆ **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:

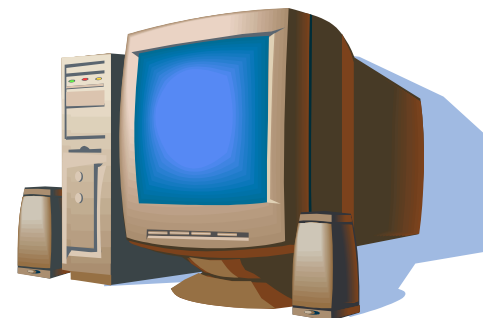
The Practice Manager
Nettleham Medical Practice
14 Lodge Lane
Nettleham
Lincoln
LN2 2RS

CHARGES

- ◆ Under the General Data Protection Regulations (GDPR), the practice does not charge for providing a copy of requested information.
- ◆ However, should a request be deemed either “unfounded, excessive or repetitive”, a reasonable fee may be charged.
- ◆ A reasonable fee may be charged when requests for additional copies of the same information are made.



NETTLEHAM MEDICAL PRACTICE



ACCESS TO MEDICAL RECORDS

INFORMATION FOR PATIENTS

**Nettleham Medical Practice
14 Lodge Lane
Nettleham
Lincoln, LN2 2RS**

Telephone: 01522 751717

www.nettlehammedical.co.uk

ACCESS – DATA SUBJECT

The GDPR 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 or is downloadable from the practice website.

The form must be fully completed.

A response will be provided as soon as possible and in any event within one month. 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.



TERMS USED

Data Controller: This is the entity that determines the purposes, conditions and means of the processing of personal data.

Data Processor: The entity that processes data on behalf of the Data Controller.

Data Subject: A natural person whose personal data is processed by a controller or processor.

Third Party: Any person other than the data subject, the data controller or data processor.

Deceased Records: Covered by the Access to Medical Records Act 1990 for:

- ◆ The personal representative of the person who has died
- ◆ Any person who may have a claim resulting from the person's death



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 dealt with in line with by the practice complaints procedure.

