

## Appendix A: ACCESS TO HEALTHCARE RECORDS\* APPLICATION FORM

### A. Patient details

Patient Name:	<input type="text"/>
Date of Birth:	<input type="text"/>
Address:	<input type="text"/>
Postcode:	<input type="text"/>
Telephone:	<input type="text"/>

### B. Only complete this section IF YOU ARE NOT the patient detailed above. Please note that you will be required to provide proof of your right to access these records.

Name:	<input type="text"/>		
Address:	<input type="text"/>		
Postcode:	<input type="text"/>		
Relationship to patient (Please tick):	Guardian <input type="checkbox"/>	Executor <input type="checkbox"/>	Next of kin <input type="checkbox"/>
	Other:	<input type="text"/>	
Contact Phone Number	<input type="text"/>		

### C. Type of record / information required / #

Specialist/Dr:	<input type="text"/>
Hospital /Dept:	<input type="text"/>
Date(s) and other relevant information:	<input type="text"/>
#please tick if you require copies of x-rays	<input type="checkbox"/>
Otherwise we assume written reports suffice.	

### D. How would you like to access? Please tick one box.

To receive a copy of the records:	<input type="checkbox"/>	An appointment to view the records:	<input type="checkbox"/>
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**PROOF OF IDENTITY:** Whether viewing records or requesting copies, you will be asked to supply your Driving Licence or Passport (for own records) in addition to: the child's birth certificate (for child's records) or a death certificate (for deceased person's records) Power of Attorney, proof of Executorship. Written consent authorisation (for another person's records)

### E. Declaration: Please sign and date:

I declare the information given by me is correct to the best of my knowledge and that I have read and understood the terms and conditions of access	
Signed	Date

**PLEASE RETURN COMPLETED FORM TO: THE RELEVANT TREATING HOSPITAL WHERE YOU'RE MEDICAL INFORMATION IS HELD**

# Access to Healthcare Records

Data Protection Act 2018 Access to Healthcare Records Act 1990  
**GUIDE AND APPLICATION FORM**

**This leaflet explains the procedure for accessing a Patient's Hospital Records. If you require clarification of any of the points raised or need further information please let us know. Our contact details can be found at the end.**

## Procedure for Accessing Healthcare Records

- Access applications are logged upon receipt of a completed form to the address below, letter, fax (01271314180) or email. (ndht.accesstorecords@nhs.net)
- A request is made to the areas that hold the relevant records.
- (There may be a delay if the patient is currently undergoing treatment)
- Once all the required records have been gathered they will be sent to each treating clinician for authorisation to release.
- Within the time frame
- An appointment is arranged for the applicant to view the original records or
- The requested copy records are sent out via Recorded Delivery unless otherwise specified.
- The Trust expects to provide all requested documentation within one calendar month of receipt of a valid request. This can be extended by a further 2 months where the request is complex or where there are numerous requests. If this is the case, the Data subject must be contacted within one month of the receipt of the request and explained why the extension is necessary if for any reason we are unable to meet this deadline.

## The Trust may refuse to release patient records if any of the following apply:

- Disclosure is likely to cause serious harm to the physical and / or mental wellbeing of the patient or any other individual connected with that patient.
- The patient is deemed incapable of understanding the nature of the application.
- The patient is under 13 years of age and is deemed not in their best interest to have access to their records.
- A third party has applied for access to a patient's records and the patient has clearly stated that he / she does not wish any disclosure of the records.
- The medical records were created prior to the 1st November 1991 (except when it helps to explain a record made on or after this date).
- The records contain any information showing that the person was or may have been born following treatment defined in the Human Fertilisation and Embryology Act 1990.

## To access records of a patient currently being treated

- You can view these provided the clinician treating the patient has been informed and has given consent (subject to the exclusion listed in this document).
- An immediate review of the records may not always be possible, but the department will endeavour to make an appointment convenient to all parties as soon as possible.
- It will not be possible to photocopy case notes whilst the subject is an inpatient.

## Access to Child's Healthcare Records

- If the patient is under the age of 13 and the Trust agrees that disclosure would not be detrimental to the physical and or mental wellbeing of the patient access may be granted to a parent or guardian.
- Dependant on age and or understanding of the child, they may be asked whether they agree to the release of their records.
- *Note: The Trust may contact both parents/guardians if a request is made.*

## Access to a Deceased Persons Healthcare Records

- May be granted if the applicant has been named in the patient's records as a next of kin or is a named executor of the estate or has Power of Attorney. *Note: If the Trust is unsure as to the identity of the person seeking access, the named next of kin (as retained in the case notes) will be contacted for verification.*
- Northern Devon healthcare Trust reserves the right to request proof of the applicant's right to Access the notes of a deceased person.

## Charges Relating to Accessing Healthcare Records

- A reasonable fee may be charged when a request manifestly unfounded or excessive particularly if it is repetitive.
- A reasonable fee may also be charge to comply with requests for further copies of the same information. This does not mean that you can charge for all subsequent access to requests.
- The fee must be based on the administration cost of providing the information.

## If you feel your Request has been unfairly denied or you wish to make a complaint with regards to the contents of your Records

- You may write to the Access to Records Manager, detailing your concerns.
- If you require advice or have concerns about any aspect of patient care you can contact the PATIENT ADVICE AND LIAISON SERVICE on 01271314090 or alternatively email them at ndht.pals@nhs.net.
- If you remain dissatisfied, you may contact the Northern Devon Healthcare Trust's Customer Relations department on 01271 335760
- Any queries please contact Access to Records, Level 0, Northern Devon Healthcare Trust, Raleigh Park, Barnstaple, Devon. EX31 4JB. Tel: 01271 322760 or [ndht.accesstorecords@nhs.net](mailto:ndht.accesstorecords@nhs.net)