



Wootton Medical Centre

Accessing your Medical Records at Wootton Medical Centre

Introduction:

In accordance with the General Data Protection Regulation (GDPR), patients (data subjects) have the right to access their health data held by Wootton Medical Centre (WMC), this is commonly known as a data subject access request (DSAR).

Options for Access:

As of April 2016, WMC has been obliged to allow patient's access to their health record online. This service enables the patient to view coded information held in their health record via SystemOnline. Prior to accessing this information, the patient (aged 16 plus) will have to visit the surgery to complete a registration form and show photographic identification, such as a passport or driving licence. Proxy access is given to parents / guardians of children aged 12 and under, which automatically stops once the patient reaches 13 years old. NHS England has published an information leaflet 'Patient Online' which provides further detailed information about this obligation and how patients can access their health record online.

In addition, patients can make a request to be provided with copies of their health record. A request for information has to be made with the organisation that holds the individual's health records, WMC, otherwise known as the Data Controller. To do this, a DSAR form should be completed, available either via our website or Reception, then returned personally to the surgery with photographic identification such as a passport or driving licence.

Parents can apply to access their child's health record so long as it is not in contradiction to the wishes of the competent child (aged 13-15 years old).

Authorisation can be given to third-parties, i.e. solicitors or insurance companies.

Individuals with a responsibility for adults who lack capacity are not automatically entitled to access the individual's health records. WMC will ensure that the patient's capacity is judged in relation to particular decisions being made. Any considerations to nominate an authorised individual to make proxy decisions for an individual who lacks capacity will comply with the Mental Capacity Act.

DSARs are processed free of charge unless they are either complex or repetitive and are available on a collection basis only unless a pre-paid envelope is provided

Time Frame:

Once the DSAR form, with the relevant ID has been submitted and accepted, WMC will aim to process the request within 21 days; however, this may not always be possible. The maximum time permitted to process DSARs is one calendar month, however, in the case of complex or multiple requests, the Data Controller may extend the response time by a period of two months, but patients will be advised accordingly.

Exemptions:

There may be occasions when the Data Controller will withhold information kept in the health record, particularly if there is potential for such information to cause harm or distress to individuals, or when the record has information relating to a third party.

Data Controller:

At WMC, the Data Controllers are Dr C Moore, Dr H Penfold, Dr A Burada and Dr S Moore. However, should you have any questions relating to accessing your medical records, in the first instance, please ask to discuss this with the Practice Manager, Mrs Sharon Bailey.