

## Subject Access Request Information Sheet

### SECTION 1

It is the responsibility of the requester to ensure the email address supplied on the form is not shared, as this will be used to send information on the progress of the request and also used to send password(s).

If you provide us with a shared email address, please be aware these will be used for sending a password and link to access encrypted confidential files.

### SECTION 2

Fertility records are shared, if you require these you need to contact us and ask for a 'Fertility Consent Form'. You still need to complete the 'Subject Access Form' alongside this. You and your partner at the time you received the fertility treatment both need to sign and date the 'Fertility Consent Form', as well as both supplying 2 copies of your I.D. (Please see 'Section 3' on the information sheet for details on acceptable I.D.)

### SECTION 3

If you are unable to provide copies of I.D. then please contact us for advice.

### SECTION 4

The format that you will receive your health records will depend on the size of the file. The average file size we are currently able to send is 15mb or 50 pages, but this may vary.

**The format that you will receive your radiology images will be by an electronic link and will be accessible via a Windows pc/tablet only. Unfortunately; this link cannot be opened from a mobile phone or Mac products. We will need an email address and mobile number to send the link and password separately. You will have 30 days to access this link. If you are unable to provide a mobile number then please provide us with 2 different email addresses. If you provide us with shared email addresses, please be aware these will be used for sending a password and link to access encrypted confidential files.**

Alternatively; a disc may be supplied or paper copies. Paper copies are not of a diagnostic quality and are not a suitable copy for a clinical diagnosis of a medical condition.

If you require the records to be posted this will be done free of charge.

If you wish to make an appointment to view the health records, please be aware that we cannot discuss the contents or comment on anything held within the health record as we are not medically trained. If you require guidance based on information held within the health record you would need to contact the Patient Advice & Liaison Service via email: [pals@jpaget.nhs.uk](mailto:pals@jpaget.nhs.uk)

Our availability times to view health records are as follows:

Monday to Friday 10am to 3pm

#### SECTION 5

We can only accept electronic signatures, if you do not have an electronic signature, please print the form off to sign.

#### PRIVATE PATIENT RECORDS

We are unable to supply records for treatment received at this hospital privately. If you require private patient records, please contact the Consultant's private secretary.

#### GENERAL INFORMATION

The Data Protection Act 2018 applies to patient information held relating to live patients. The Access to Health Records Act 1990 applies to deceased patients. Patient information is defined as records held both on a computer system and in a manual filing system. Under these Acts, a patient is entitled to access their own information or other patients. This is providing the consent or authorisation is valid and copies of acceptable I.D have been supplied or visually inspected. The Acts give rights of access, information may be withheld if the clinician feels that release of information may cause serious mental or physical harm to the requester. Information relating to a third party (another patient) will automatically be withheld unless we have specific consent.

#### **HOW TO RETURN THE FORM AND RELEVANT COPIES**

You can return the form and relevant copies via post or email. If emailing we can accept photo's (providing they are clear), scanned copies or electronic copies (see 'Section 5' on the information sheet for guidance). Alternatively you can personally return the form to the Main Reception Desk at the front of the Hospital. Please ensure it is returned in a clearly marked envelope addressed to the 'Access Team, Health Records Department'.

#### **PROCESSING YOUR FORM AND RELEVANT COPIES**

When we have received the form and relevant copies, we will check these are valid. If they are valid we have 30 days to complete the request. If they are not valid we will be in contact.

Please be aware your subject access request will only cover the period up to the request date. If any additional information is required after this date, a new subject access request will need to be submitted.

#### **CHARGES**

This service, including postage, is provided free of charge.

However, a "reasonable fee" will be charged for further copies of the same information and when a request is manifestly unfounded or excessive, particularly if it is repetitive. The fee will be based on the administrative cost of providing the information.