

# Fownhope Medical Centre - Accessing your medical records

## Introduction

In accordance with the General Data Protection Regulation, patients (data subjects) have the right to access their data and any supplementary information held by Fownhope Medical Centre; this is commonly known as a data subject request (DSAR). Data subjects have a right to receive;

- Confirmation that their data is being processed
- Access to their personal data
- Access to any other supplementary information held about them

## Options for access

### 1. Patient Access

As of April 2016, Practices have been obliged to allow patients access to their health record online. Patient Access enables patients to book/cancel appointments, order repeat medication and view coded information held in their health record.

Coded information viewable online includes: allergies/adverse reactions, medication, immunisations, test results, values (e.g height, weight), problems/diagnoses, signs & symptoms and referral codes.

Signing up for Patient Access is straightforward, you need to visit the Practice with evidence of your identity and a secure account will be set up. For more information on how online access works please see our website: [www.fownhopesurgery.nhs.uk](http://www.fownhopesurgery.nhs.uk) or ask at Reception.

### 2. Copies of medical records

You can make a request to be provided with copies of your health record. To do so, you must submit a Data Subject Access Request (DSAR) form; this is available to download on the Practice website. Alternatively, a paper copy of the DSAR is available from Reception. You will need to return the completed DSAR to the Practice with evidence of your identity. Patients do not have to pay a fee for copies of their records.

#### Time frame

Once the DSAR form is submitted and identity has been verified, Fownhope Medical Centre will process the request. The maximum time permitted to process DSARs is one calendar month. However, if the information request is complex we are allowed to extend this by a further two months. We have to notify you and explain the reason why an extension is necessary within one month of receiving the DSAR.

#### Exemptions

There may be occasions when the data controller will withhold information kept in the health record, particularly if the disclosure of such information is likely to cause undue stress or harm to you or any other person.

#### Data controller

Fownhope Medical Centre is the data controller for medical records of registered patients. Should you have any questions relating to accessing your medical records, please ask to discuss this with Practice Manager, Carolyn Hattersley.