

How to Access Your Personal Health Records

How we protect your personal information

● What is access to Health Records about?

The Data Protection Act 2018 gave people who have received NHS services, the right to access their own personal health record and that of social care. However, the records of a deceased person remain under the Access to Health Records Act 1990, whereby only records made after 1 November 1991 may be accessed.

● What is the Protection and Use of Personal Information Policy about?

It is important that you trust staff with your personal information. Our policy on the use of this information is your guarantee that personal information will not be passed to others without proper safeguards.

More information, the Access to Health Records Policy and the Protection and Use of Personal Information Policy are available from the address overleaf.

● Why does the NHS keep records which contain personal information?

We ask you for information about yourself so that you can receive proper care and treatment.

We keep this information, together with details of your care because it may be needed if we see you again.

We may use some of the information for other reasons, for example, to help us protect the health of the public generally. We also use it to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other research for the benefit of everyone.

Sometimes the law requires us to pass on information, for example, to notify a birth.

If you would like to know more about how we use your information, you can speak to the person in charge of your care or to the Trust's Deputy Chief Executive.

● What records can I see?

Between the Trust's Access to Health Records Policy and the Protection and Use of Personal Information Policy, you can have access to any record in which you are identifiable. This will include assessments, treatment plans, reviews, decisions etc...

There are some items that we could not share with you, such as information that identifies other people.

We also could not share information with you that may result in harm to you or other people.

If we are unable to share information with you, this will be discussed with you by your clinician.

● How do I gain access to my records?

You can start by asking the person who has written the record about your care if they will share with you what they have written.

Alternatively, you can use the form attached to this leaflet to request copies of your records. This is referred to as an 'Access to Records Request' or 'Subject Access Request'.

● Do I need to provide proof of identity when making an Access to Records request?

Yes, the Data Protection Act states that we may make a reasonable request for further information to verify the identity of the person making the request before we proceed with providing copies of records. This is to safeguard against unauthorised access to health records.

Therefore we will ask that you send us two forms of identification for example; a photocopy of your passport or drivers licence and a recent utility bill showing your current address.

If you are not the patient and are applying for access to another person's health records, we will still require proof of identification as well as evidence of consent from the patient, if applicable.

Should you be requesting records for a deceased person, we will require proof of Power of Attorney, a copy of the Will showing your interest or other official proof of entitlement to the information and your reason for requesting the information.

Section 1: Particulars of patient whose records are being requested

Forename(s): _____ Surname: _____

Previous Surname: _____ Date of Birth: _____

NHS Number: _____ Hospital Number: _____

Address: _____

Postcode: _____

Section 2: Particulars of person applying for access IF NOT the patient

If you are applying for your own records, please go straight to Section 3. If you are applying for records other than your own, please complete this section.

Name of Applicant: _____

Address of Applicant: _____

Postcode: _____

Section 3: Confirmation of application details

Please delete the lines that **do not apply to you**.

- I am the patient.
- I am acting on the patients' behalf, with their authorisation.**
- I am the personal representative of a deceased person.
- I have a claim arising from the death of a patient.

Signature of Applicant: _____ Date: _____

**Signature of Patient: _____ Date: _____

Email address: _____

Telephone number: _____

Section 4: I wish to see records relating to the following services (please tick as appropriate):

- Mental Health Services**
- Learning Disability Services**
- Community Services**

i.e. Podiatry, District Nursing, Health Visiting, Physio etc

Please state name of service(s) and/or professional(s) involved in your care:

Section 5: I wish to see records relating to the following time period:

From: _____ To: _____

Or please state specific date:

Access to Records Request

Please ensure that all parts of this form have been completed. We will be unable to process your request until we have received all necessary information from you.

For further advice or guidance on completing this form please call the Access to Records Department on:

Tel: 01268 246873
01268 243513
01268 246860

Please return this form to:

Access to Records Team

Mental Health Unit
Basildon Hospital
Nethermayne
Basildon
Essex
SS15 6NL

epunft.accesstorecords@nhs.net

Patient Experience Team

If you have any concerns or need advice about accessing NHS services, you can speak in confidence to the Patient Experience Team on **0800 085 7935** or you can email epunft.pals@nhs.net



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