

ACCESSING YOUR MEDICAL RECORDS AT MANOR MEDICAL PRACTICE

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 Manor Medical Practice; this is commonly known as a data subject access 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

As of April 2016, practices have been obliged to allow patients access to their health record online. This service will enable the patient to view coded information held in their health record. Prior to accessing this information, you will have to visit the practice and undertake an identity check before being granted access to your records.

In addition, 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; the DSAR form is available at the practice or can be downloaded from the practice website. You will need to return the completed paper copy of the DSAR to the practice. Patients do not have to pay a fee for a copy of their records however excessive requests will incur a charge.

Time frame

Once the DSAR form is submitted, the maximum time permitted to process DSARs is one calendar month unless exceptional circumstances apply. Manor Medical Practice will advise you at the time of your request should this be that case and the date that you can expect the response.

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

At Manor Medical Practice the data controller is the Practice Manager and should you have any questions relating to accessing your medical records, please ask to discuss this with the named data controller.