

Access to Health Records

Background

Data protection legislation provides individuals rights of access to data about them that is held by others, be it digital, manual data in a relevant filing system, or data that is processed automatically. Patients, or their legal representative, are entitled to see or have copies of data that we hold about them, subject to some limitations described below.

We may withhold information which we consider might cause serious harm to the physical or mental health of the individual or any other person. If there is information held on record that will identify any third party, then we may, under certain circumstances, need to seek their permission before disclosing it. We do not have to disclose the fact that information has been withheld.

If you think you may not have received all the information to which you are entitled, you should take the matter up in the first instance with the Subject Access Team (contact details below).

In most instances, a copy of your personal data will be provided for free. However, we may charge for a repeated request, additional copies or excessive amounts due to multiple health records.

The subject access request will cover NHS records but not private patient records.

Confidentiality

It is our duty to keep the personal health information of our patients confidential. We are therefore obliged to ensure that anyone applying for access to records is the patient or is otherwise entitled to access the patient's records, for example a legal representative. At the least, we will need to check the identity of the patient concerned, but we may also have to make further enquiries.

Making a Request

You may make a request by contacting the Subject Access Team:

By phone, via the Trust's Switchboard on 0300 304 7777

By email, subject.accessrequest@ouh.nhs.uk

By post, The Subject Access Team, Level 3, West Wing, John Radcliffe Hospital, Headley Way, Headington, Oxford, OX3 9DU

Radiology Images

The Subject Access Team do not deal with Radiology Images if you require access to your images you will need to contact the PACS team on patientimagerequest@ouh.nhs.uk

Details of the Data Subject (Patient):

Title:	
Surname:	
First Name:	
Date of Birth:	
Address:	
Post Code:	
Contact Number:	
Email Address:	
NHS Number/ Hospital Number:	

Previous Names:	
Previous Addresses:	

To help us to locate and provide the information you are requesting, please use the box below to give as much detail as possible to help us with responding to your request promptly.

Dates from To:

Could you also choose **ONE** of the following options as to how you would like to receive your copy records:

- Email
- Post

Details of applicant (if requesting on behalf of the Data Subject)

Full Name:	
Address:	
Post Code:	
Contact Number:	
Email Address:	
Relationship to the Subject:	

Please tell us where you would like the information sent to **(tick one option)**:

Data Subject

Applicant

GP/Hospital

If you have ticked GP/Hospital please give the full details:

Declaration

I declare that the information given by me is correct to the best of my knowledge and that I am entitled to apply for access to the health records referred to the above under the terms of the General Data Protection Regulation 2018/Data Protection Act 2018.

Please tick the relevant statement:	
I am the patient	<input type="checkbox"/>
I am the patient's representative acting with their authorisation	<input type="checkbox"/>
The patient is under 16 and I am their parent/guardian	<input type="checkbox"/>
Signature of applicant:	
Date:	

Proof of Identity:

We must see appropriate proof of identity to be confident we are releasing data to the correct person.

We are happy for you to send us copy documents by post or email but please be advised that the Trust reserves the right to request original documentation at any time. You may also attend the office in person with your original or copy documents. All original documents sent to us will be returned by recorded delivery.

A list of documents required to verify identity is provided below. Please indicate which documents you intend to use to demonstrate proof of identity (please tick).

We require one piece of evidence from each column regarding the data subject (patient). If you are making a request on a data subject's behalf, please also include one piece of evidence from each column regarding yourself.	
A – Photo ID	B – Proof of address
UK Driving License, or license issued by an EU member state. <input type="checkbox"/>	Utilities bill in the data subject's name for the last quarter. <input type="checkbox"/>
UK Passport or passport issued by an EU member state. <input type="checkbox"/>	Council tax demand in the data subject's name for the last quarter. <input type="checkbox"/>
Travel documents issued by the Home Office <input type="checkbox"/>	Financial statement in the data subject's name for the last quarter. <input type="checkbox"/>
Certificate of Naturalisation or Home Office Registration <input type="checkbox"/>	Letter to data subject from government agency for the last quarter <input type="checkbox"/>
Concessionary travel document (bus pass) issued by local authority <input type="checkbox"/>	
Certificate of birth, or adoption (only accepted when requestor has no Photo ID). <input type="checkbox"/>	

If applying on behalf of another adult we also require something in writing from the Data Subject (patient) giving yourself permission to gain access to their Health Records.	<input type="checkbox"/>
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Please note that if further checks are required to confirm identity, the Subject Access Team reserve the right to request certified copies of identity documents or original documents from applicants before processing an application.

If the patient's name is different from that shown on the document you submit, you must also supply the original/copy documentary evidence to confirm the data subject's change of name, such as a marriage certificate, decree absolute, deed poll etc.

If you choose to deliver your documents in person, your ID will be checked by a member of the Subject Access Team.