

## How to access your medical records

We believe that patients should be fully involved and informed in their health care and, as such, your registered GP will often share aspects of your medical records with you. In addition to this, all patients can access their medical records. We need a little time to prepare them, and a small fee may apply to cover the cost of this.

Viewing health records is free of charge if:

- the records have been updated in the previous 40 days
- they are in the form of paper records such as letters, x-rays or films
- you don't require a copy

If the records have not been updated in the last 40 days and you require a copy, the maximum charge is £10 for electronic records and £50 for paper records.

### How to request your records:

If you would like to view your records or would like a copy of your records,:

- Write to your GP to confirm:
  - a. Which records you require. For example you may only be interested in a certain period of time or condition or you may want your entire records.
  - b. How you wish to view them – either viewing them only or a full copy (see the charges above).
- We will then confirm whether any fee is payable. If so, once received we will then prepare your records as you requested.
- Your GP will review the notes to remove any information about third parties and any information which may be harmful is disclosed.
- Once ready, the Doctors' PAs will contact you to arrange an appointment for you to collect or view the records.

Please note that if records are required by a third party – for example, a solicitor – we will deal with them directly. We will require you to complete our own consent form so that we are sure you understand what you have allowed your solicitor to access. However, we will liaise with the solicitor regarding this.

### If you disagree with any aspect of the record

Occasionally you may be unhappy about an entry in your medical record. If so, please write to the Practice Manager, Rachel Stark. She will then speak with the person who made the entry to decide whether the information is inaccurate. If so, it will be amended, and a note explaining this, added accordingly. If however, it is accurate, we will note on the record that you are unhappy with that entry.

### Moving practice

If you move to a new practice, we will send on your records to your new GP automatically via the local NHS organisations. However, if you emigrate outside of England, before you go you may wish to request a copy of your medical record to take with you.