



168 Locking Road | Weston super Mare | BS23 3HQ

01934 628118 / 624242

bnssg.168enquiries@nhs.net

Subject Access Requests

Under the General Data Protection Regulations (GDPR), patients have a right to a copy of their medical records, generally without charge.

As a business and as part of the NHS, we do aim to keep our costs down. In order to help us do this, there are a number of options to get a copy of your medical record. The options, their associated costs to the Practice, and the advantages and disadvantages to the patient are described in this document.

Please read each option carefully and tick the appropriate option below. A member of our reception team will give you the correct form for you to fill out sign and return to the surgery with a form of photo ID.

Name:	DOB:
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OPTION ONE: ONLINE ACCESS	OPTION TWO: ELECTRONIC RECORDS	OPTION THREE: FULL COPY OF RECORDS

OPTION ONE: ONLINE ACCESS

If you have internet access, you can apply for online access to your medical records. A copy of this form is available on our website, or can be collected from reception. You will need to bring ID with the completed "Detailed Coded Access" form, which can be found on the website or on the reception desk.

Advantages:

- You have "live" access to your records – each time you have a new medication prescribed, a new consultation with the Practice, a new allergy added, or a new blood test result, your copy of the medical records is updated with the information.
- The cost to the practice is one-off and minimal (cost of checking your notes prior to allowing access).
- You can view your health records wherever you are, for example, if you are seeing a consultant who has a query about one of your medications, you can look it up on your phone.
- If you need a new copy of your notes for another reason, you don't have to wait a month to get it.



www.longtongrovesurgery.uk
www.newcourtsurgery.nhs.uk

Member of Pier Health Group

www.PierHealth.co.uk

Partner GPs

Dr C Clarke, Dr J Heather, Dr N Friend, Dr K Fretwell, Dr M Alam, Dr K Haggerty, Dr J Wadey, Dr P Wrigglesworth, Dr R Potts

Salaried GPs

Dr E Boulton, Dr A Byrne, Dr C Lim, Dr J Haley, Dr S Smith, Dr C Cottrell, Dr H Paris



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- Online access to your records has other advantages, the main one being it allows you to take better control of your health.

Disadvantages

- Internet access needed
- Record is a summary of notes prior to 2000 as access is to electronic record only.

OPTION TWO: ELECTRONIC RECORDS

If you were born before the year 2000, part of your medical record is likely to be on paper ("Lloyd George" notes). Prior to computerisation, Practices recorded consultations on paper notes. Now notes are electronic, and anything significant from your old paper notes is summarised and added to your electronic record. If you wish to have a copy of your notes, you can ask for just your electronic notes.

Advantages

- This information can be sent to you by secure email (after your identity has been verified)
- It is a cost-efficient way for the Practice to provide access to notes as it involves checking your notes, then the computer generates an automatic copy of the notes.

Disadvantages

- This is not a full copy of your records unless you were born after the year 2000, prior to that date the record is a summary only.
- Can take up to 30 days to complete the request
- Only available by secure email

OPTION THREE: FULL COPY OF RECORDS

The final option is to request a full copy of your records, both electronic and paper. This is the option which uses the most resource in the Practice as the notes are taken from the archive, checked by hand, photo-copied by hand, then the full notes are checked and copies made. This option is only available by secure email. Please make sure you include your email address when filling out the form and member of the administration team will email you explaining the process. Please note the General Data Protection Regulations (GDPR) states we have one month to provide you with your request, which start the day after you have handed in your request.



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Advantages

- This is the complete version of your medical notes.

Disadvantages

- Resource-heavy and costly for the Practice to produce.
- The notes are only accurate as of the date that they are provided.
- Only available by secure email
- Takes up to 30 days to complete request

OPTION FOUR: OUR PRIVACY NOTICE

If your request relates to how we use your data rather than having a copy of the notes, then you can ask for a copy of our privacy notice from the reception desk or to receive a copy via e-mail. The privacy notice contains a breakdown of the data that we collect, how we process it, and who it may be shared with.

Advantages

- Very easy to get a copy of, no forms or ID necessary.
- You will gain a good understanding of how and why we process the data that we collect.

Disadvantages

- This is not a copy of your medical records.



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