

ACCESS TO MEDICAL RECORDS

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 The Falmouth Health Centre 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; this can be submitted electronically and the DSAR form is available on the practice website. Alternatively, a paper copy of the DSAR is available from reception. You will need to submit the form online or return the completed paper copy of the DSAR to the practice. Patients do not have to pay a fee for copies of their records.

Time frame

Once the DSAR form is submitted, The Falmouth Health Centre Practice will process the data. The maximum time permitted to process DSARs is one calendar month.

Format of Responses

Where the Data Subject makes a SAR by electronic means, and unless otherwise requested by the Data Subject, the information should be provided in a commonly used electronic format. Before providing the information, the Data Controller must verify the identity of the person making the request using "reasonable means".

The GDPR (Recital 63) introduces a new best practice recommendation that, where possible, organisations should be able to provide remote access to a secure self-service system which would provide the individual with direct access to his or her information

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 The Falmouth Health Centre Practice the data controllers are The Partners. Should you have any questions relating to accessing your medical records, please ask to discuss this with the Practice Manager, in the first instance.

The Falmouth Health Centre Practice Data Controllers

Dr Nicholas Rogers,
Dr Victoria Hartnell
Dr V Paul Davoren
Dr Denise Lasbury
Dr Rachael Wilson
Dr Matthew Croft

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