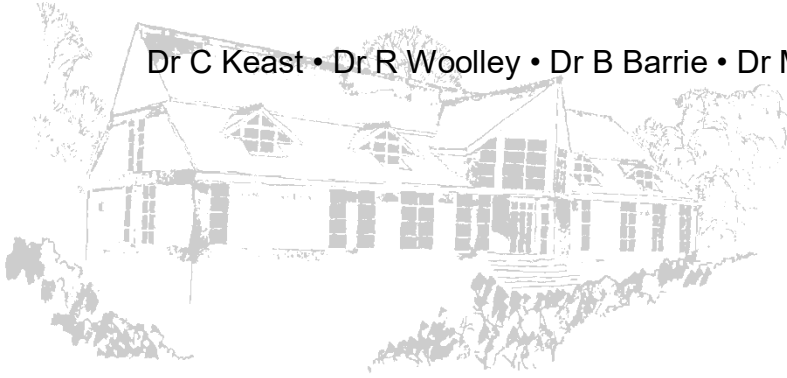


# PANGBOURNE MEDICAL PRACTICE

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## Access to Health Records under the Data Protection Act 2018

Below is background information regarding your rights under the Data Protection Act 2018 in relation to requesting access to your health records.

The Data Protection Act 2018 gives every living person, or an authorised representative, the right to apply for access to health records. A 'subject access request' (SAR) must be made in writing to the practice, a link to this form can be found on our website. Please contact reception for alternative methods of obtaining access if you are unable to make a request in writing.

Under the Data Protection Act 2018, you may have access to your information free of charge unless the request is deemed to be manifestly unfounded or excessive in which case a reasonable charge may apply.

We are not obliged to comply with your access request unless we have sufficient information to identify you and to locate the information held about you.

Once we have a completed SAR and all the required information, your request should be complied within one calendar month, in exceptional circumstances where it is not possible to comply within this period you will be informed of the delay and given a timescale for when your request is likely to be met.

In some circumstances, the Act permits us to withhold information held in your health record. These rare cases are:

- where it has been judged that supplying you with the information is likely to cause serious harm to the physical or mental health or condition of you, or any other person, or;
- where providing you with access would disclose information relating to or provided by a third person who had not consented to the disclosure, this exemption does not apply where that third person is a health professional involved in your care.

If we decide to withhold any information, we are obliged to inform you of this decision and the reasons why within one month.

When making your request for access, it would be helpful if you could provide details of the periods and parts of your health record you require. Although this is optional, it will help save NHS time and resources.

***If you are using an authorised representative***, you need to be aware that in doing so they may gain access to all health records concerning you, which may not be relevant. If this is a concern, you should inform your representative of what information you wish them to specifically request when they are applying for access.

If you have any complaints about any aspect of your application to obtain access to your health records, please speak to our Data Protection Officer, Rosie Happé. If this proves unsuccessful, you can make a complaint through the NHS Complaints Procedure by contacting the NHS organisation formally. Further information about the NHS Complaints Procedure is available on the NHS Choices website at:

[www.nhs.uk/aboutNHSChoices/pages/Howtocomplaincompliment.aspx](http://www.nhs.uk/aboutNHSChoices/pages/Howtocomplaincompliment.aspx)

Alternatively you can contact the Information Commissioners Office (responsible for governing Data Protection compliance). Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel 01625 545700 or [www.ico.gov.uk/](http://www.ico.gov.uk/)