

## Making an Access Request

- Read this leaflet carefully
- Ask at reception for an access form entitled Application to Access Medical Records
- Ensure that the form is fully completed, using a separate sheet of paper if necessary
- **The Practice has 30 days to respond to your request and you will be advised once it has been completed. There is no facility for immediate access.**

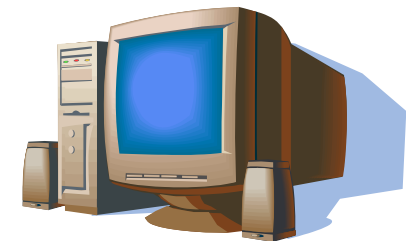
Send the application to:

### Practice Manager

**Central Healthcare Centre, Sussex Road,  
Gorleston, Great Yarmouth, Norfolk,  
NR31 6QB**

**Central  
Healthcare  
Centre**

**Access to Medical  
Records, and Data  
Protection**



## Access—Data Subject

The Data Protection Act 1998 (Section 7) specifies the rights of access of the Data Subject.

Requests for access can be made verbally or in writing and the Practice has a form available that can be used.

A response will be provided as soon as possible and in any event within 30 days. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

## Provision of Information to Third Parties

The practice may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not normally be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent; however you may be consulted about these in advance.

All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements.

## Complaints

These must be in writing and addressed to the Practice Manager.

Where the complaint is by a third party, and the complaint or enquiry related to someone else, the written consent of the Data Subject is required. Where this is not possible full justification must be given.

All complaints will be acknowledged within 3 days, and a response provided within 25 working days.

## Terms Used

**Data Controller:** This is the controller of the data and the system, as defined in the Data Protection Act 1998. In this case the Controller is Dr M Moghaddas.

**Data Subject:** This is the person whose image is within the system, and who has rights of access as determined under the Data Protection Act 1998.

**Third Party:** A person or body other than the Data Subject who requests access, or to whom an image may be provided.

**Deceased Records:** Covered by the Access to Medical Records Act 1990 for:

The personal representative of the person who has died

Any person who may have a claim resulting from the person's death