

Access to your health records

Medical Records

Information for Patients

Produced: January 2020

Review: January 2023

Leaflet number: 216 Version: 1

Introduction

This guide will explain how to access copies of medical records from Leicester's Hospitals which are:

- Leicester Royal Infirmary
- Leicester General Hospital
- Glenfield Hospital

And Alliance Community Hospitals which are:

- Coallville Community Hospital
- Feilding Palmer Hospital
- Hinckley and District Hospital
- Melton Mowbray Hospital
- Rutland Hospital
- St Lukes Hospital
- Loughborough Hospital

The Alliance provide records for Outpatients, Day Case Surgery and Endoscopy. All other records for the above hospitals would be provided by Leicestershire Partnership NHS Trust (LPT), their contact details are at the back of this guide under the useful contacts section.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

Who can apply to access medical records?

- The patient.
- Another person (with the patient's written permission).
- A parent or guardian of a person under 16 (where a child is considered capable of making decisions about their medical treatment, the consent of the child must be sought before a person with parental responsibility can be given access).
- A court appointed representative of someone who is unable to manage their own affairs.
- Where the patient has died, the executor as named on the will or anyone having a claim resulting from the death may apply to see the records or part of them.

Guidance notes for completion of the application form

Part A:

Complete all details relating to the person whose records you wish to access. This should include any previous names and addresses during the period of time you are requesting records for.

Part B:

You must tell us the records you wish to access and provide as many details as possible. It is not enough to state 'All Records'. If you need more space please attach another sheet.

Part C:

We need proof of identity before we can process your request. This is to protect the identity of the person in line with data protection laws.

Part D:

This part should only be completed if you are applying for the records of another person. You must have permission from that person to make the application on their behalf.

What will happen after I apply?

When we receive the completed application form, we check that the request is valid, particularly if it is an application on behalf of someone else. The relevant medical records are then obtained and scanned. The records will then be passed to the appropriate clinicians for permission to release the copies you require. If access is granted the records will be posted to you by recorded delivery on CD. The CD will be encrypted with a password which will be given to you separately. If you would like to receive your password by email please include your email address on the application form. To be able to view the information on the CD please ensure you have Adobe Reader X (Version 10) installed on your computer. This is a free download. Please tell us on the application form if you would prefer to receive photocopies; you will be charged the postage for recorded delivery of these.

How long will it take?

We aim to make your records available within 1 month of receiving your fully completed request, proof of identity and any postage costs (if applicable). If the records are complex or very large it may take longer.

General notes

- Individuals have a right to confidentiality of their personal health information and the Trust must be satisfied that an applicant is the person or the persons authorised representative. This may involve checking the identity of any of the named persons on the completed application form and their validity to request access.
- Information may be withheld where it is considered that access might cause harm to the physical or mental health of the patient or any other individual, or where a third party might be identified.
- **Warning – it is a criminal offence to make false or misleading statements in order to obtain information.**

What proof of identity do I need to provide?

If you are applying for copies of your own records you will need to send proof of your identity. Please send a **copy** of:

- Current passport **or** full photo driving licence **or** birth certificate.
- Where name has changed then additional proof is required e.g. marriage certificate / change of name deed.
- A current utility bill or bank statement to verify your current address.
- If applying for a child's record then a **full birth certificate** is needed naming both the parent's.

Please do not send original documents

Additional documents that may be acceptable are:

- Disability Blue Badge
- Bank Card with a supporting statement

If you are applying for records on behalf of the patient you will need to provide proof of your identity and also complete the patient's authorisation section on the application form for you to have access to their records as well as providing proof of their identity.

If you are applying for the records of someone who has died you must include proof of your own identity together with proof of your appointment as executor or administrator (e.g. a copy of the will that clearly identifies you as the executor).

If you have a claim arising from the patient's death you are required to send documentary evidence to support this e.g. copy of the deceased's will naming you as executor along with proof of your identity and address or a letter proving the claim from a legal representative.

What are the fees for access?

There is no charge for copies of records supplied under the 2018 General Data Protection Regulation (GDPR) or the Access to Health Records Act (ATHRA) 1990. There is also no fee if you choose to view your records rather than have copies. We will provide a copy of the records on CD free of charge. If you want paper copies we will charge postage fees as they are sent recorded delivery, unless you wish to collect in person from the Leicester Royal Infirmary (for records held by Leicester's Hospitals) or Loughborough Hospital (for records held by Alliance Community Hospitals).

How do I pay if applicable?

For records held by Leicester's Hospitals we accept payment by cheque, postal order or payment by card (via the cashiers office at Leicester Royal Infirmary - Tel: 0116 258 5175). Please do not send cash. Cheques should be made payable to 'University Hospitals of Leicester NHS Trust'.

For records held by Alliance Community Hospitals please telephone 01509 564358 or email LLRSarsLead@uhl-tr.nhs.uk to arrange payment.

Who do I contact if I have any questions?

If you have any questions regarding records relating to **Leicester's Hospitals** please contact:

Access to Health Records Team, Leicester Royal Infirmary, Infirmary Square, Leicester LE1 5WW

Tel: 0300 3031563 (please select the correct option for Access to Health Records)

Telephone lines are open Monday to Friday - 10am to 3pm

Email: ahrlri@uhl-tr.nhs.uk

If you have any questions regarding records relating to **Alliance Community Hospitals** please contact:

Karen Burton, Secretary to Head of Nursing and Governance

Loughborough Hospital, Hospital Way, Off Epinal Way, Loughborough, Leicestershire LE11 5JY

Tel: 01509 564358

Email: LLRSarsLead@uhl-tr.nhs.uk

If you would like to give feedback or make a complaint please contact:

Patient Information and Liaison Service (PILS)

The Firs, c/o The Glenfield Hospital, Groby Road, Leicester LE3 9QP

Freephone: 0808 178 8337

Email: pils@uhl-tr.nhs.uk

Useful contacts

GP Records

Central Registrations

Gwendolen House

Coleman Road

Leicester LE5 4PW

Tel: 0116 295 7880

Mental Health Services, Leicestershire Partnership NHS Trust

Riverside House, Bridge Park Plaza

Bridge Park Road

Thurmaston

Leicester LE4 8PQ

Tel: 0116 295 1350

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل

જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk