

# Access to your health records

## Medical Records

Information for Patients

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## Introduction

This leaflet explains how to access copies of medical records from Leicester's (UHL) Hospitals and UHL in the Community Hospitals.

### Leicester's Hospitals are:

- Leicester Royal Infirmary
- Leicester General Hospital
- Glenfield Hospital

### UHL in the Community Hospitals are:

- Coalville Community Hospital
- Fielding Palmer Hospital
- Hinckley and District Hospital
- Hinckley Community Diagnostic Centre
- Melton Mowbray Hospital
- Rutland Hospital
- St Lukes Hospital
- Loughborough Hospital

UHL in the Community have records for Outpatients, Day Case Surgery and Endoscopy. Leicestershire Partnership NHS Trust (LPT) hold all other records for the community hospitals. Their contact details are at the end of this leaflet.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://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](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Who can ask for access to medical records?

- The patient.
- Another person (with the patient's written permission).
- A parent or guardian of a person under 17 (if the child can make decisions about their medical treatment, the child must agree before the parent/guardian can see the records)
- A court appointed representative of someone who cannot manage their own affairs.
- Where the patient has died, the executor named in the will, or anyone with a claim arising from the death may apply to see the records or part of them.

## How do I make a request?

The General Data Protection Regulation (GDPR) 2018 lets you find out what information is held about you. This is called a 'right of subject access'. It applies to your health records.

If you want to see your records, you will need to apply via the link below. The Access to Health Records (AHR) team will then check the request.

[Home Page - SAR Portal \(ams-sar.com\)](https://ams-sar.com)

## What will happen after I apply?

- We check that the request is valid, especially if it is for someone else.
- We then get the relevant medical records and scan them.
- If everything is ok in your application we will release the records to you via the portal in which you applied.

## How long will it take?

We aim to make records available within 1 month of getting your completed request. Your request needs to include correct proof of identity and right of access. If the records are complex or very large it may take longer.

## More information

- Individuals have a right to confidentiality of their personal health information. The hospital must be sure that an applicant is the person or the persons authorised representative. This may involve checking the identity of the named persons on the application form and their validity to request access.
- Information may be withheld if access might cause harm to the physical or mental health of the patient or another person, or if a third party might be identified.

**Warning:** it is a criminal offence to make false or misleading statements to get information.

## What proof of identity do I need?

**If you are applying for your own records** you will need to have proof of your identity. Upload copies of the following documents in the portal as part of your application.

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

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 have proof of your identity, and the patient's identity. You will need the patient's permission for you to have access to their records.

**If you are applying for the records of someone who has died**, you must include proof of your own identity 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 will need to send evidence to support this for example, 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.

## Is there a charge for accessing medical records?

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.

## Who do I contact if I have any questions?

If you have a query about a request you have made, please refer to the portal where you applied, you can follow your request there. For all other enquiries please contact:

Access to Health Records Team, Leicester Royal Infirmary, Infirmary Square, Leicester LE1 5WW  
Tel: 0116 2047939

## Giving us your feedback

If you would like to give feedback or make a complaint please contact our Patient Advice and Liaison Service (PALS):

Freephone: 0808 178 8337

Email: [pals@uhl-tr.nhs.uk](mailto:pals@uhl-tr.nhs.uk)

In writing: Level 1, Balmoral Building, Leicester Royal Infirmary, Infirmary Square  
Leicester LE1 5WW

## 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](mailto:equality@uhl-tr.nhs.uk)