

The Atrium Health Centre stores all current patient information electronically via a secure server; however older records are still stored securely on site in paper format. This information is used by the Practice for the provision of Medical services including medical audits. Patient identifiable data is not passed on to any other parties outside the Practice.

The Data Protection Act (2018) gives every living person, or their authorised representative, the right to apply for access to their health records to obtain copies. This leaflet provides guidance for patients of the Atrium on what steps should be followed to gain access to this information.

Should you have any questions about this please visit our website;
www.atriumhealth.nhs.uk

Or email reception;
atrium.reception@nhs.net

Making an Access Request - Summary of actions:

Read this leaflet carefully

Write or email the practice providing information on:

- Confirmation of name, date of birth and current address
- Dates copies of records required to\from (or if copy of whole medical record)
- Whether copies of computerised or all record is required
- (Where applicable) Confirm that correct fee will be paid

Your request will be considered and you will be advised of the decision within 21 days.

There is no facility for immediate access.

Send written applications to your surgery, or email applications to;
atrium.reception@nhs.net

Complaints:

These must be in writing and addressed to the Patient Services Manager.

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

All complaints will be acknowledged within 3 working days, and a response provided once investigations have been held and evidence considered.

See also Practice Complaints leaflet



Access to Medical Records and Data Protection information

Access to Medical Records:

Any requests for access to medical records should be made either in writing to the Practice (this can also be done electronically via e-mail; atrium.reception@nhs.net). All requests should include the patient's signature (electronic signatures can be accepted). Any requests for information will normally be responded to within 21 days of receipt of request, but no longer than a calendar month if the GP is waiting for current patient information.

To ensure that the correct information is provided, the request should include the following details;

- Full Name (including previous names)
- Full Address (including previous addresses)
- Date of Birth
- NHS number (if possible)
- If applicable the name of registered GP, periods/dates of records required and name of GP seen on these dates (if possible). This reduces the time of accessing the medical record, although it is not obligatory.

Any requests for access to health records will be passed to the GP for approval, as access to healthcare records can be denied by the GP. Reasons for this can include disclosure of third party information, or cases where the clinician feels the release of information is detrimental to the patient's health and well being.

If access is denied a reason does not have to be provided by the GP.

Where requests for access to children's records are made the GP will consider if the child is of a capable age to make his/her own decision on healthcare.

Once the request has been approved by a GP, staff will verify that they have consent and a copy of the patient's signature allowing release of their records.

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.

Charges:

Charges for the first request for the provision of copied data are not made.

However, if subsequent requests are made for the same or additional data from the same record then charges are as follows;

- To view healthcare records on the computer only; £10.00 per record maximum.
- Provision of healthcare records held on the computer and manually; £50.00 per record maximum.
- Provision of manual records only; up to a maximum of £50.00 charge per record.

Please note that these charges include any postage and staff costs.

Accessing your record electronically;

If you wish to view your medical records electronically we can arrange for you to have online access to your medical record. Please contact reception for further information on how to do this.