Fees for accessing your medical records
Under the Data Protection Act 1998 (Fees and Miscellaneous Provisions) Regulations 2000, you may be charged a fee to view your health records or to be provided with a copy of them. The maximum permitted charges are set out in the tables below:

**To provide you with a copy of your health record the costs are:**
- Health records held totally on computer: up to a maximum of £10.
- Health records held in-part on computer and in-part manually: up to a maximum of £50.
- Health records held totally manually: up to a maximum of £50.

**To allow you to view your health record (where no copy is required) the costs are:**
- Health records held totally on computer: up to a maximum of £10.
- Health records held in-part on computer and in-part manually: a maximum of £10.
- Health records held manually: up to a maximum of £10 unless the records have been added to in the last 40 days in which case viewing should be free.
- To view a summary of your medical record via our online service: no charge.

Data Controller
This is the controller of the data and the system, as defined in the Data Protection Act 1998. In our case the Data Controller is Dr Urfi Sulaiman, our GP partner responsible for Information Governance.

St Martin’s Practice has a policy of openness with regard to health records and health professionals are encouraged to allow patients to access their health records informally. The Data Protection Act 1998 gives you, or your authorised representative, the right to apply for access to their health records, provided certain circumstances have been met.

All patients who are registered to use our online service can access a summary of their medical records.

The Practice has a duty to maintain the confidentiality of patient information and to satisfy itself that the applicant is entitled to have access before releasing information.
**Viewing a summary of your medical records**

All patients who are registered to use our online service may view a summary of their records without charge. The summary will be visible to you when you log in to use our online service. You are also able to order repeat prescriptions and book appointments online.

To register, please speak to any member of our administration team.

**Requesting to access your medical records**

If you wish to make a formal request to view your records then:

- Firstly read this leaflet carefully!

- Decide if you want to:
  - view your records (ie sitting alongside a healthcare professional to view your paper &/or computer records; charge £10)
  - OR
  - have copies of your records (on paper or CD; charge can be up to £50)

- Ask reception for an access form, it is called Application to Access Medical Records

- Complete the form fully and return it to reception

- You will be required to pay in advance. See overleaf for more information about charges

- Your request will be considered and you will be advised of the decision as soon as possible and in any event within 40 days.

- 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 physical or mental health, or that of 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 clinician involved in your care.

- Where an application is declined, a reason will be given.

- Sorry but it is not possible to grant immediate access.

**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.