

To Request Information

Your rights.

You can ask your doctor, dentist or any other health professional, who has been treating you, to see the records that he or she has made about your health. The Data Protection Act 1998 allows you access to your health records.

Who can apply to see the records?

You can make your own application to see your records or you can give your written permission for someone else to look at your records for you. A parent or guardian, a patient representative or a person appointed by a court can apply.

Examples:

- A parent may see a child's record if the child is under 16 years of age. However, in Scotland a child aged 12 or above is generally considered mature enough to understand what a subject access request is and should therefore be asked to provide their consent to allow their parents to make the request for them. You may be prevented from obtaining access to the records if a health professional considers that the information requested would not be in the child's interest.
- You can apply to see the record of a person who has died. (The deceased person's representative).

When access may be denied?

Examples of when health records will not be released:

- If a record holder decides not to let you see your records because they may cause serious harm to your physical or mental health, or that of any other individual.

- If, in the opinion of the record holder, giving access would identify someone else who does not want information about them held in the record to be disclosed. This does not include your doctor or healthcare professional.

How to apply for access to records held by your GP

Applications for access can be made by in writing, in person, by telephone or by completing our form which is available on our website and in the Inverurie, Kintore and Rhynie health centres.

Please note that whichever method is used to request access to your records, identification will be required to be shown at the time of collection.

Should you wish to see and view the original records; a time will be arranged for you to meet with a member of the Practice staff or your GP. Identification will be required prior to you viewing your records.

If you wish to obtain extracts from your records or a full copy/download of your records, this can be requested.

What charges are involved?

There is no fee payable, access is free of charge unless in exceptional circumstances.

OUR PRIVACY NOTICE IS AVAILABLE ON OUR WEBSITE AND FROM RECEPTION IN INVERURIE, KINTORE AND RHYNIE HEALTH CENTRES

Timescales for response.

The Practice must respond to requests for access:

- Within 30 days for health records relating to living individuals. In certain circumstances it may take longer to process your request, however we must inform you of any delay within 30 days.
- within 21 days for health records of the deceased

Proof of identity.

You have a right to expect that holders of your health records will maintain confidentiality. The Practice must be satisfied that any person who makes an application to see your records is entitled to do so. This means that you may be asked about your identity.

If you require this information in a community language or alternative format e.g. Braille, easy read or audio please contact the Practice

INVERURIE MEDICAL GROUP

How to request GP records & other personal information

**Under the
GDPR May(2018)
and
Access to Health Records Act 1990**

