

Access to Health Records



A guide for applicants

This guide will explain how to access copies of medical records from the University Hospitals of Leicester NHS Trust which includes:

- **Leicester Royal Infirmary**
- **Leicester General Hospital**
- **Glenfield Hospital**

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 his/her 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

Can I see all of my medical records?

- a Health Care Professional can restrict access to information which may cause serious harm to your mental or physical health
- information may be withheld if the patient has asked for it not to be disclosed
- old records may have been destroyed in accordance with Trust policy
- records which identify or relate to another person will not be disclosed

Who do I contact if I have any questions?

If you have any questions you can contact the
Access to Health Records team at the address below:

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

Tel: 0300 3031563 (option 3)
Fax: 0116 2047925

Email: ahrlri@uhl-tr.nhs.uk

Please keep this guide for your information

What will happen after I apply?

When the department has received the completed application form the validity of the request is checked to ensure that the person applying has the right to apply – particularly if applying for another person's records.

The relevant medical records are then obtained and either photocopied or 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.

Please advise us on the application form whether you would prefer to receive photocopies of your records or receive them on a 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.

How long will it take?

We aim to make your records available to you within 40 days of receiving your fully completed request, proof of your identity and the fee (if applicable).

What are the fees for access?

If you require copies of records supplied under the Data Protection Act 1998 (which covers the records of living individuals) the charges are as follows:

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| £10 | computer records only (e.g. test results/blood group/attendance dates) |
| £25 | A&E records |
| £50 | other hospital records |
| £50 | x-rays and records |
| £10 | x-rays only (on cd) |

Charges for viewing medical record files

| | |
|--------|---|
| £10 | patients wishing to view records who have not attended the hospital in the last 40 days |
| No fee | patients wishing to view records who have attended the hospital in the last 40 days |

If you require more than one set of A&E records the charge will be £50. If you require records from more than one hospital within the Trust you will not be charged more than £50.

The maximum charge is £50 for the records of living individuals under the terms of the Data Protection Act.

Charges for a deceased patient's records:

Applications concerning a deceased patient's medical records will be dealt with under the Access to Health Records Act 1990.

The total cost for copies of a deceased patient's records will not be known until the records are scanned. As soon as we have calculated the cost we will contact you to request payment. We require payment before we can post the records to you.

There will be a £10 administration fee plus a 35p per sheet photocopying charge and a charge for postage.

In accordance with the Access to Health Records Act there is no maximum fee for copies of deceased patient records.

How do I pay for the records?

We accept payment by cheque or postal order.
Please do not send cash.

Cheques should be made payable to 'University Hospitals of Leicester NHS Trust'.

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 driving licence
- OR birth certificate

- AND a copy of a current utility bill or bank statement to verify your current address

Please do not send original documents.

If you are applying for records on behalf of the patient you will need to provide proof of your identity (as above) and also include the patient's written authorisation for you to have access to their records as well as proof of their identity.

If you are applying for the records of a deceased individual 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). If you have a claim arising from the patient's death you are required to send documentary evidence to support this.