

# 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

**Records for other Leicester, Leicestershire and Rutland hospitals need to be applied for directly to them and a separate application submitted – details of useful contacts are recorded at the end of this booklet.**

## **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 13 (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

## **What are the fees for access?**

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. There is also no fee if you choose to view your records rather than have copies.

We will provide a copy of the records on CD unless otherwise stated. If you require paper copies we will charge postage fees as they are sent recorded delivery unless you wish to collect in person from the Leicester Royal Infirmary.

## **How do I pay if applicable?**

We accept payment by cheque, postal order or payment by card (via the cashiers office 0116 258 5175).

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 photo driving licence
- **OR** birth certificate – where name has changed then additional proof is required e.g. marriage certificate / change of name deed)
- If applying for a child’s record then a **FULL birth certificate** is required naming the parent/s

**PLUS** a copy of a current utility bill or bank statement to verify your current address

Additional documents that may be acceptable are:

- Disability Blue Badge
- Bank Card with a supporting statement

## **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 and also complete the patient’s authorisation section on the application form for you to have access to their records as well as providing proof of their identity. If the patient lacks capacity or understanding to be able to authorise then you must include documentation that supports your right to act on their behalf e.g lasting power of attorney

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 that clearly identifies you as the executor)

If you have a claim arising from the patient’s death you are required to send documentary evidence to support this e.g. copy of the deceased’s will naming you as executor along with proof of your ID and address OR a letter proving the claim from a Legal representative.

## **Guidance notes for completion of the application form:**

### **Part A:**

Complete all details relating to the person whose records you wish to access. This should include former names and addresses, if applicable, to the period relating to the records requested.

### **Part B:**

You must specify the records you wish to access and provide as many details as possible. It is not sufficient to state 'All Records'. If there is insufficient space then please attach a continuation sheet.

### **Part C:**

We require proof of identity before we can process your request. This is to protect the identity of the data subject and ensure that the Data protection principles are not breached.

### **Part D:**

This part should only be completed where the applicant is not the patient to whom the records relate to but has been authorised by that patient to make the application on their behalf

## **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 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 on 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. Please advise us on the application form if you would prefer to receive photocopies, you will be charged the postage for recorded delivery of these

## **How long will it take?**

We aim to make your records available to you within 1 month of receiving your fully completed request, proof of your identity and the fee (if applicable). If records are deemed complex or excessively large then it may be necessary to extend this time period

## **General Notes:**

- **Warning** – it is a criminal offence to make false or misleading statements in order to obtain information
- Individuals have a right to confidentiality of their personal health information and the Trust must be satisfied that an applicant is the person or the persons authorised representative. This may involve checked the identity of any of the names persons on the complete application form and their validity to request access
- Information may be withheld where it is considered that access might cause harm to the physical or mental health of the patient or any other individual, or where a third party might be identified

## **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: [ahrri@uhl-tr.nhs.uk](mailto:ahrri@uhl-tr.nhs.uk)

If for any reason you are dissatisfied with our service and wish to make a formal complaint then please contact:

***Patient Information and Liaison Service (PILS) The Firs  
c/o The Glenfield Hospital  
Groby Road Leicester LE3 9QP  
Freephone: 0808 178 8337  
Fax: 0116 258 8661  
Email: [pils@uhl-tr.nhs.uk](mailto:pils@uhl-tr.nhs.uk)***

## **Useful Contacts**

GP Records  
Central Registrations  
Gwendolen House  
Coleman Road  
LE5 4PW  
Tel: 0116 2957880

Mental Health Services  
Leicestershire Partnership NHS Trust  
Riverside House Bridge Park Plaza Bridge Park Road  
Thurmaston Leicester  
LE4 8PQ  
Tel: 0116 295 1350