

# PARK SURGERY

## Fees for Private Work

I only need a signature from the GP – What is the problem?

When a doctor signs a certificate or completes a report, it is a condition remaining on the medical register that they only sign what they know to be true. Therefore in order to complete even the simplest of forms the doctor may have to check through the entire medical record.

**From the 1<sup>st</sup> of July 2025 we will require a pre-payment of £25 if requesting a letter from the GP.**

**Please note: Once the GP has completed the letter it can cost more than the £25 pre-paid. Which you will be informed when completed.**

**Please allow the GP 10 working days for completion.**

Why does it take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of their patients. Most GP's have a heavy workload and paperwork takes up an enormous amount of their time.

Service	Price
Access to Medical Records <ul style="list-style-type: none"><li>➤ Computer Printout</li><li>➤ Paper Notes and Computer (Complete Record)</li></ul>	TBC
Fitness to Travel	TBC
Freedom from Infection Certificate	TBC
Holiday Cancellation Insurance Form	TBC
Housing Report	TBC
Immunisation Printout	TBC
Insurance Claim Form	TBC
Medical Taxi HGV	TBC
Ofsted (Child Minding)	TBC
Private Insurance Claim Form	TBC
Fit for Exercise	TBC
Proof of Registration Letter	TBC
Letter from the Doctor (To Whom It May Concern)	TBC

**PAYMENTS MUST BE MADE IN FULL BEFORE THE LETTER IS GIVEN OUT**  
**Patient access to medical records policy and Request form**

**Introduction**

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The law states that the NHS organisations must, when requested by an individual, give that person access to their personal health information, and occasionally, certain relevant information pertaining to others. In order to do this, they must have procedures in place that allow for easy retrieval and assimilation of this information.

There are three main areas of legislation that allow the right of the individual to request such personal Information, and they are:

- The Data Protection Act 1998
- The Access to Health records Act 1990
- The Medical Reports Act 1988

Where the request for information by an individual falls under the legislation of any of these areas, access must be granted. Patients requesting information about their own personal medical records would usually have their request dealt with under the provisions of the Data Protection Act 1988.

## **What constitutes a Health Record?**

A health record could include, and not exhaustively, hand-written clinical notes, letters between clinicians, lab reports, radiographs and imaging, videos, tape-recordings, photographs and monitoring printouts. Records can be held in both manual and computerised Medias.

## **Patient access to Medical Records**

### **The data protection Act 1998**

This scope of the Act includes the right of patients to request information on their own medical records. Requests for information under the Act must:

- Be in writing to the data controller team leader patient support services at Park Surgery. Verbal requests can be accepted where the individual is unable to put the request in writing-this must be noted and recoded on the patient record.
- Be accompanied with sufficient proof of identity to satisfy the data controller and to enable them to locate the correct information (where requests are made on behalf of another, the data controller must satisfy themselves that correct and adequate consent has been given)
- Be accompanied with the correct fee where applicable (see below for guidance fees)

The data controller should check whether all of the individual's health record information is required or just certain aspects.

Where an information request has been previously fulfilled, the data controller does not have to honour the same request again unless a reasonable time period has elapsed. It is up to the data controller to ascertain what constitutes as reasonable.

Requests for health records information should be recorded internally and fulfilled within 21 days (unless under exceptional circumstances –the applicant must be informed where a longer period is required) information given should be in a manner that is intelligible to the individual.

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## **Which clinician should be consulted for information?**

The correct clinician to be consulted about an individual's information should be;

- The clinician who is currently, or was most recently, responsible for the clinical care of the individual in connection with the information which is the subject of the request; or
- Where there is more than one such clinician, the one who is the most suitable to advise on the information which is the subject of request

## **Denial or limitation of information**

- The data controller may deny or limit the scope of information given where it may fall under any of the following
- The information released may cause serious harm to the physical or mental health or condition of the individual or any other person
- The disclosure would also reveal information relating to or provided by a third person who has not consented to that's disclosure unless:
- The third party is a clinician who has compiled or contributed to the health records or who has been involved in the care of the individual
- The third party, who is not a clinician, gives their consent to a disclosure of that information
- It is reasonable to disclose the information without that third parties consent.

A reason for denial of information does not have to be given to the individual, but must be recorded.

## **Former NHS Patients living outside the UK**

Patients no longer resident in the UK still have the same rights to access their information as those who still reside here, and must take their request for information in the same manner.

Original health records should not be given to an individual to take abroad with them, however, the Practice may be prepared to provide a summary of the treatment given whilst resident in the UK.

## **Parental Requests for information pertaining to their Children**

Parents will normally have responsibility for accessing the health records of their children, however, care must be taken to obtain consent of the child where necessary (16 and 17 years olds are seen as adults in relation to confidentiality, and their consent would be necessary). It is important to be aware that children under 16 who have capacity and understanding for decision-making should also have confidence respected; however, they should be encouraged to involve parents and guardians in their healthcare matters.

## **Complaints**

Park Surgery has procedures in place the enable complaints about access to health records requests to be addressed.

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The following channels are used to field any complaints regarding the access of health records at the practice

- Firstly, the clinician involved should arrange to have an informal meeting with the individual to try and resolve the complaint locally
- If the issue remains unresolved, the patient should be informed that they have a right to make a complaint through the NHS complaints procedure (further information is available :

[http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what\\_to\\_do.aspx](http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/what_to_do.aspx)

Sometimes the patient may not wish to make a complaint through the NHS complaints procedure and instead, take their complaint direct to the information Commissioners Office (ICO) if they believe the Practice is not complying with their request in accordance with the data protection Act.

Alternatively, the patient may wish to seek legal independent advice.

**Patient Access to Medical Records-Request Form**  
**Access to Health records under the Data Protection Act 1998(subject Access Request)**

# PARK SURGERY

Patients authority consent form for release of health records (Manual or computerised Health Records)

Park Surgery  
First Floor  
One Life building  
Linthorpe Road  
Middlesbrough  
TS1 3QY

**Identity of an individual about whom information is requested**

Full Name	Former Name
Current Address	Former Address
Date of Birth	NHS Number
Contact telephone no.	Email Address

What is being applied for (tick as applicable). In doing so you understand you may have to pay a fee for access or copies of your records.

I am applying for copies of my medical records	
Other (Please state)	

You do not have to give a reason for applying for access to your medical records. However, to help the Practice save time and resources, it would be helpful if you could provide details below informing us of periods and elements of your health records you require, along with details which you may feel relevant i.e. Consultant name, location , written diagnosis and reports etc. Please use the space below.

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Dates and any specific types of records you are wanting. Please give as much information as possible

Please tick the appropriate box identifying whether you or a representative on your behalf is applying for access.

I am applying for access to my health records	<input type="checkbox"/>
I have instructed authorised representative to apply on my behalf	<input type="checkbox"/>

If you are the patient's representative, please give details here

Name and address of representative

Contact number:  
Email Address:  
Signature:

Signature of applicant	Print name	Date
Date application received	Staff member	Date