

Will I be charged a fee?

A fee of £ 10 will be payable for copies of computer records and a fee of up to £ 50 for copies of manual records. This is to cover the costs of photocopying and postage.

Will I be given help to understand the records?

We will explain anything in the records that you do not understand. If you are unable to read or see, you may like a friend or family member to help you. If English is not your first language, you may also have help. If you need an interpreter we can give you information on how to get hold of one.

Which health records can Phyllis Tuckwell Hospice provide?

We can provide access to Hospice records. These may include letters and information from other health care professionals. We keep our records for at least 8 years. If you would like to access other records you will have to apply to the organisations that hold them.

If you have any queries about accessing health records please contact:



Helen Banning Senior Medical Secretary



Dr Seton-Jones, Medical Director

Telephone number: 01252 729400

Phyllis Tuckwell Hospice



Access To Health Records



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The purpose of this leaflet is to answer questions frequently asked about access to medical records.

Why do I need access to medical records?

You may wish to understand your treatment more clearly.

You may have a concern or worry about your treatment or you may wish to seek a second opinion.

Do I have the right to see my medical records?

The Data Protection Act of 1998 gives patients the right to see what has been written in their medical records.

The Access to Health Records Act 1990 relates to patient's medical records after their death, and allows a personal representative, executor or administrator or anyone who has a claim resulting from the death to access the records.

How do I arrange to see my medical records?

Please ask us if you wish to see your medical records. We will give you a form to fill in, requesting access to health records. If you wish, the form can be posted to you.

Why do I need to complete a form?

The form ensures that we have the information we need to deal quickly with your request.

We aim to reply within 15 working days with an appointment to see your medical records.

Will I have access to all my health records?

Yes, you are entitled to view all your health records.



Is there any reason I may not be able to see my records?

If your medical records contain information that could harm your physical and mental health, they will be withheld. If someone who should remain anonymous is mentioned in your records, you will not be allowed access.

Can another person see my medical records?

Someone who can prove the right to see your notes will be allowed access to your medical records. You can give written permission for another person to see your notes. If the courts have appointed someone to manage your affairs, that person will be able to access your notes.

Can I prevent other people having access to my notes?

Yes, if you do not wish other people to have access to your health records, it will be written in your notes.

Can I ask for corrections to be made to my records?

Factual information can be corrected. We cannot change notes that are already written. We can add into the record a note stating the correction request and whether the professional involved agrees. We will give you a copy of this.

Who should I speak to if I am not happy with what has been written in my health records?

First speak to the professional person involved in your care.

If you are not comfortable with this, or you are not satisfied, please write to the Hospice Chief Executive.

If you are still not satisfied, please write to the Chairman of the Board of Trustees at the Hospice.