

## Making a complaint

If you are unhappy with any aspect of your application to access your records, you are advised to contact the complaints department at the following address.


Chief Executive or Chief Nurse  
University Hospitals of North Midlands  
Trust Headquarters  
Royal Stoke University Hospital  
Newcastle Road  
ST4 6QG

Or via email at [complaints.department@nhs.net](mailto:complaints.department@nhs.net)

If you are not happy with the response from the Complaints department, you can contact the Information Commissioners Office who are the independent body that regulates the Trust under the Freedom of Information legislation at:

Information Commissioners Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 0303 123 1113

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University Hospitals of North Midlands   
NHS Trust



## Patient Information Leaflet

# Data Security and Protection Access to Health Records



You have the right to access the records that we hold about you, known as a **'Subject Access Request'** under the General Data Protection Regulation and Data Protection Act 2018.

Please speak to a member of staff if you need this leaflet in large print, braille, audio or another language

## How to make a Subject Access Request

To request a copy of your medical records you need to contact the Ministries Office and complete the form and send it to Ministries.Office@uhnm.nhs.uk.

The completion of the form will make it easier to locate the records you are requesting.

Please be as specific as possible with your request, for example, by putting in the date ranges.

## Is there a charge?

There is no charge for making a request, however, there will be a charge if you are asking for a copy of information you have already received.

## How long will it take?

This will be provided within 1 calendar month of receiving your request.

## Will I need to have an Identification Check?

Your identity will need to be verified before we are able to release your information.

A list of acceptable identification will be provided to you after you have made your request.

You can make a request on behalf of someone else. However, additional identification will be required and this will be explained to you in more detail when the request is received..

## Exemptions

Information will not be released when a request has been made when:

- The information is likely to cause serious harm to the physical or mental health or condition of you or any other person.
- It would disclose information relating or provided by a third person who had not consented to the disclosure. This will not apply where the third person is a clinician involved in your care.

## Children who make a request.

When requesting information, children have the same rights as adults as long as the child is deemed to be competent and understand what they are requesting.

An adult with parental responsibility for that child can also make an access request for the child's records.

## Making a request from a third party

This is often from a solicitor or health insurance company.

The information requested from a third party can only be released with your written consent.