

A reasonable fee may be requested if you request further copies of your data following a request, again this will be to cover the administrative costs of providing further copies.

AHRA:

For requests made under the Access to Health Records Act 1990 (AHRA) there is not usually a fee. However if the request is excessive or manifestly unreasonable we could charge admin fees.

Can I see everything written about me?

Generally yes, although there are some exemptions under the terms of the Data Protection Act 2018 and the General Data Protection Regulation.

How long will it take to obtain copies of my records?

From the time we have all the relevant information from you the Trust has a maximum of 30 days to comply with a straightforward request.

Where a request is considered to be excessive (involving a mixture of paper and electronic records) or manifestly unreasonable the Trust can apply an extension of a further 60 days. We will inform you of any extension when we write to you to confirm recipient of your request.

Any questions?

If you have any queries regarding your personal data, please contact the Disclosure Office on rch-tr.disclosure@nhs.net or at the address overleaf.

For information about how the Trust uses your information and how to register your wish for us to limit this use please look at the Trust's website:

www.royalcornwall.nhs.uk/our-organisation/data-protection/

National Patient Opt Out

Please be advised that you can opt out of your information being used for purposes other than for direct health care, such as for research or for the management of health and social care services.

For more details, visit this website:

www.nhs.uk/your-nhs-data-matters/

If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690



Access to your personal data



You have the right to see information that has been written about you, either by a health professional or if you are employee, your manager. You also have the right to access any of your reports and clinical images, as well as electronically held data.

Who can ask to see information about me?

- You can, if you are able to understand and consent to access the information.
- Anyone you have authorised in writing.
- The person who has parental responsibility for you, if you are less than 12 years of age.
- If you are between the ages of 12 and 16 with your consent if you have the capacity to understand. However, parents or guardians have no right to see information that you have given in confidence.
- The person appointed by the courts, if you are legally incapable of managing your own affairs. This must include access to and control over your health matters and information. Lasting Power of Attorney does not supersede Enduring Power of Attorney.
- After someone has died, their personal representative eg someone with power of attorney or executor of your will.
- A patients next of kin does not have an automatic right to access the records of either a living or a deceased patient.

What other rights do I have?

- You have the right to have medical terms made clear.
- If you disagree with any entry in your records, a note of your views can be put in your record.
- You can arrange to restrict access to all or part of your health record, which is carried through after death. However, there may be some restrictions with old systems still in use.
- You can make a formal complaint to the Chief Executive of the Royal Cornwall Hospital NHS Trust, if you feel you have not been allowed to see your information.
- You can apply to the Information Commissioner's Office if you think the holder of the information has failed to keep to the requirements of the Act.
- You can contact the Trust's Data Protection Officer via:
rch-tr.infogov@nhs.net or by contacting the Trust's Switchboard on 01872 25000

How do I see my information?

Informally

You can ask your doctor, nurse or other health professional who is looking after you, to show you what they have written about you, or to see your clinical images or reports. They are only allowed to show you their particular part of the record. This is called 'informal access'.

Formally

To see all of your information, you will need to complete an application form or make a request in writing which is available from:

Information Governance Team
Kedhlow Building
Royal Cornwall Hospital
Truro
Cornwall
TR1 3LJ

Tel: 01872 254505 / 4507 / 4987

Email: rch-tr.disclosure@nhs.net

If you are in hospital your nurse can tell you how to contact the Disclosure Office.

Will I have to pay?

In most cases there will not be a charge.

GDPR:

For requests made under DPA 2018 and GDPR there is no fee, however there are some circumstances where a reasonable fee may be charged. This is where the request is manifestly unfounded or excessive and the fee would cover the administrative costs of complying with the request.

We aim to deliver your request either on an encrypted disk or via inviting you to access a secure portal to download your records. If a paper copy is required we may need to make a charge for this. The cost will depend on the volume of records requested.