

UNIVERSITY MEDICAL CENTRE

Notice to Patients

Accessing Medical Records

In accordance with the changes to Data Protection being introduced by the General Data Protection Regulations May 2018, GP surgeries are no longer allowed to charge patients for the patient's first request for copies of their medical records.

However, should a duplicate set of the same records be required at some point in the future, the Practice will levy a charge for any element of the record that is duplicated. This will incur a minimum charge £10 up to a maximum charge of £50. This charge will depend on the volume of records to be copied or read and is at the discretion of the surgery.

The surgery is not obliged to post copies of medical records to patients or to their representatives, and copies of patient records must be ordinarily collected in person from the Surgery at which point patients will be expected to provide official identification documents (i.e. driving licence, passport, etc.).

Due to the need to identify the patient (in order that the patient's medical records are fully protected), medical records cannot be collected by a third party on the patient's behalf.

In exceptional circumstances the surgery may agree to post copies of the medical records to a patient using the Royal Mail Special Delivery Service, however all postage costs and administrative time relating to posting records will be charged to the patient. The cost of postage will need to be met in full by the patient in advance of their records being sent.

Request for copies of medical records should be submitted to the surgery using the University Medical Centre's Subject Access Request form which can be requested from the Reception Team.