



Accessing your medical records



**Easy Read
Easy Words and Pictures**



Getting your medical records



When you use NHS services, any information that NHS staff have about you is confidential.

This means that nobody is allowed to see your information.



What type of information can NHS staff have about me?

Your files might contain information about:

- Your health. This can be information given by doctors, nurses or other NHS staff.
- When you have used NHS services.
- When NHS staff have been to see you.
- What treatment or medication you have been given.
- Medical tests you have had and the results of those tests.
- Conditions or illnesses you may have now or had in the past.
- The people who referred you to the NHS service.





Am I allowed to see my medical records?

Yes.

There is a law called the Data Protection Act 1998. It said that you have a right to see your medical records.



There could be times where you are not allowed to see your medical records. These are:

- If your doctor thinks that you or someone else might be harmed if you see the files. You can still ask your doctor if there are any records that you are allowed to see.
- If the files are too difficult to get.



How do I get my medical records?

You will have to ask to see your medical records. There might be a special form that you have to fill in.



Will I see my records straight away?

No.

It might take up to 40 days to get your files.



Will I have to pay to see my medical records?

You might have to. But you should not have to pay more than £10.



If you want to have copies of your records to keep, you might have to pay for this as well. This can cost up to £50. It is a good idea to get copies to help you with your complaint.



I think my medical records are wrong. Can they be changed?

Yes.

You can ask for your records to be changed.



Your doctor might not agree to make the changes you want. You can ask for a note to be added saying that you wanted the changes to be made.

You can complain about this to the Data Protection Information Commissioner. Their website address is www.ico.gov.uk



I do not understand everything that it says in my medical records. Can someone explain it to me?

Yes.



If you ask your doctor, they should help you to understand anything that is not easy to read or that uses difficult language.



I am complaining on behalf of someone else. Will I be able to see their medical records?

Yes.



But you will need to get their permission first in writing.

This includes if you are asking to see your child's records.

If the person is not able to give their permission because they are too young or are too ill, you might need to get legal advice.



If you want to see the medical records of someone who has died, you need to get special permission from someone.

This would usually be a legal representative.



Helpline Number: 0300 330 5454



Textphone Number: 0786 002 2939



Fax Number: 0330 088 3762



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