

F.A.Q – ACCESSING YOUR HEALTH RECORDS

Is there a fee for making a request?

No. The Trust must provide a copy of the information free of charge. However, the Trust can charge a “reasonable fee” when the request is deemed excessive or complex.

How long does the Trust have to disclose patient records?

The Trust must respond to your request within one month unless it is for deceased records or classed as excessive or complex. The latter can take up to between 2 or 3 months.

Will I always receive everything I have asked for?

Not always. In some circumstances the Trust is legally required to withhold all or some of the information held in an individual’s health record where:-

- The identity of an individual can’t be satisfied by the Trust
- Consent of the individual has not been given but is legally required
- It has been judged that supplying the information is likely to cause serious harm to the physical or mental health or condition of the patient or any other person.
- Providing access would disclose information relating to or provided by a third party who had not consented to the disclosure. This exemption may not apply where that third party is an NHS health professional involved in the care of the individual.
- A deceased person had indicated that they did not wish information to be Disclosed or the record contains information that the deceased person expected to remain confidential.
- The information may no longer be available

Will I need to provide identification?

Yes. Identification checks are required by the Trust for security as this is to protect your personal data from unauthorized access. Acceptable forms of identification are set out within the portal when the request is made.

How long does Hampshire Hospitals retain Health Records?

For patients birth records, maternity records, and the records of deceased patients are retained for 25 years.

All other records are retained provided the patient has reattended with us within the last 12 years, after which they are confidentially destroyed.

How will I receive the Health Records?

When the Trust has completed your request, the requested records will be sent to you, usually this is by Royal Mail recorded delivery service. However, if you are overseas Hampshire Hospitals can arrange a courier service.

Most record types are provided on paper. However, radiology images will come on an encrypted disc for Windows PCs.

A password for the disc will be sent separately.

Who can I contact if I have any other questions?

For either Basingstoke and North Hampshire Hospital, the Royal Hampshire County Hospital and Andover War Memorial Hospital,
Our email address is accesstohealth@hhft.nhs.uk.

To speak to someone please call **01256 313067** and pick the appropriate site when offered a choice.