

## Frequently Asked Questions

### What records can be supplied?

Only records held by Kettering General Hospital NHS Trust. GP's, Medical Centres and other hospitals hold their own records and must be requested directly with them.

### Is there a fee?

Record copies and radiology images are free of charge, unless requests are 'manifestly unfounded or excessive, especially if they are repetitive', in which case a reasonable fee based on costs may be charged.

### How long will it take to receive the records?

We endeavour to supply the records within one calendar month, from when all the necessary information including ID verification documents have been received. However this period can be extended by a further two months where requests are complex or numerous. In these circumstances we will inform you within one month.

### What if a healthcare provider needs my records for an appointment?

Other hospitals and private health clinics can request the records directly from us. It is usually made by the secretary to the consultant. We prioritise health to health requests and they are usually completed within a few days. There is a form they can use here by logging in below.

### Other Organisations:

Other hospitals, solicitors, the Police and authorised organisations can request records easily with tailored forms. For organisations outside of healthcare, please have the patient's written consent or the appropriate exemption or courts order paperwork scanned in to submit with the form.

Log in below, choose and complete the form. Once the request has been registered on the portal you can use it repeatedly, manage multiple requests to us and download records at your convenience. This is generally quicker and a more efficient way of receiving the information



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage