



FAQs - Accessing your medical records

1. Can I request access to my medical records?

The easiest and quickest way to access your health record is to register with our My medical record service - this gives you access to lots of medical information, appointments and letters that the Trust holds about you. You can register for this service from the attached link: [My Medical Record information page - University Hospital Southampton \(uhs.nhs.uk\)](#)

Alternatively, as a patient, you can get a copy of your health records digitally from the 1st February 2024 onwards, through our online portal: <https://uhs.ams-sar.com/>

Click *get started online*, then follow the instructions to set-up your account or *login* if you have an existing account. A user guide is available to help you through the process.

All other requesters should continue to request access to health records in the usual way using the appropriate forms, by email, until 31st January 2024, when you too will be able to apply and receive health records electronically.

2. 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 repetitive.

3. How long does the Trust have to disclose patient records?

The Trust must respond to your request within one calendar month (*unless advised otherwise by court order*). If a request is deemed complex we can extend our response time for an additional two months (three months from the original start date). The Disclosures team will inform you if it is going to take longer than one month.

4. Can I see the progress of my request?

You can track and see the status of your request on this online portal via the *Manage Requests* section. You will also receive emails from the Trust if you need to provide more information for your request. The sender will be "Sars No Reply". You can log in to the portal at any time to check your request and respond to any messages.

5. 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 medical record where;

- The identity of an individual cannot 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.

6. Will I need to provide identification?

Yes. Identification checks are required by the Trust for security, this is to protect your personal data from unauthorised access. Acceptable forms of identification are outlined in the ["Identification documents needed to access health records"](#) file on this internet page.

7. Can I apply for access to my child's medical records?

Unless otherwise indicated, children aged 13 or older are usually considered to have the capacity to give or refuse consent to parents or those with parental responsibility requesting access to their health records. A person with parental responsibility (as defined in the Children Act 1989) can make an application on the behalf of a child only if it shown that the child does NOT have capacity.

A person with appropriate parental responsibility will usually be entitled to access the records of a child who is aged 12 or younger.

8. Deceased individuals' medical records

You can request medical records for the deceased by using the *Access to Health form* once you log in to this portal and click new request.

This will also provide details of the identification required.

9. How will I receive the medical records?

When the Trust has completed your request, you'll receive an email. Follow the instructions to download the files. Once downloaded, you are responsible for the confidential, secure storage of the records, and, when they are no longer required, their secure disposal.

10. Who can I contact if I have any questions?

Please email disclosures@uhs.nhs.uk or call: 023 8120 4885