

Subject Access Requests

How can I see my medical records?



Happier | Healthier | Hopeful

How can I see my records?

1. Ask your healthcare practitioner, such as a nurse, doctor or therapist. In most cases it is possible for you to view your records this way, but sometimes you may have to make a formal request to see what is in your files. Your healthcare practitioner will help you choose the best option for you.
2. Write to us, or email us. This is the formal option, to use if you would like a copy of your records or if you are not currently receiving care. Your healthcare practitioner might also suggest this option.

Who should I contact? Please send your request via post or email to:

**Access to Records
Information Governance Department**
Maglona House, Kingstown Broadway, Carlisle, CA3 0HA

Email: accesstorecords@cumbria.nhs.uk

Our Access to Records form is available at: www.cumbriapartnership.nhs.uk/the-trust/access-to-records

What information do I need to include?

- Full name (including previous names)
- Date of birth
- Current address and previous addresses (if relevant)
- What type of records you want e.g. physiotherapy (contact us if you're not sure about this)
- The time/period of care and any other relevant information
- How you want to receive the notes (via email or post)
- Copies of one form of ID document and one proof of address.



Why do I have to send in ID documents?

- If you are an individual we ask for copies of ID documents and proof of address so that we can be sure of your identity.
- We also ask for other documentation if you are requesting information for someone else (such as a child), or if the person you are requesting information about is deceased. More information about this can be found on our website: www.cumbriapartnership.nhs.uk/the-trust/access-to-records

Will I have to pay anything?

The Trust will not charge for providing you with your copy of records. However, the Trust may charge a fee for any subsequent copies of the same information that you might request from us (the fee will be based on the administrative cost of providing the information) If a request is manifestly unfounded or excessive (particularly if it is repetitive) the Trust may also charge a fee for providing the information.

Additional information

Got questions about Subject Access Requests, the General Data Protection Regulation (GDPR), or the Access to Health Records Act ?

Visit our website: www.cumbriapartnership.nhs.uk

Email us at: accesstorecords@cumbria.nhs.uk

Call us on: 01228 602000 (Ask for Access to Records)

Complaints go to:

Chief Executive, Voreda, Portland Place, Penrith, CA11 7QQ

Information Commissioners Office | E: www.ico.gov.uk | T: 08456 30 60 60

If you would like this factsheet in another language or format, e.g. Braille, large print or audio, please contact:

Communications and Engagement team

Voreda, Portland Place, Penrith, CA11 7QQ

T: 01228 603890 | E: communications.helpdesk@cumbria.nhs.uk