Dear XXX

I refer to your request of <insert date> for access to the healthcare records of <insert deceased patient’s name> which was received on <insert date>, together with documentation supporting your right to access this information.

Your request is being processed in accordance with the Access to Health Records Act 1990.

Under the terms of the Act the Trust has 21 calendar days to respond to your request.

Whilst the Trust will make every effort to process your request within the statutory timeframe, it may not be possible to respond on time due to the pressures of COVID 19 and the need to ensure the well-being of our staff and service users. We will write to you if we anticipate a delay and hope in advance that you will accept our apologies if this should occur.

Should you have any further queries please do not hesitate to contact me

Yours sincerely

Name

Job title

Team Name

(insert email signature)