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| Dear XXX  I refer to your request of <insert date> for access to <insert patient’s name> records which was received on <insert date>.  Your request is being processed in accordance with the Data Protection Act 2018.  Under the terms of the Act the Trust has one calendar month to respond to your request. It will therefore aim to complete your request by <insert date one calendar month ahead>.  If the Trust is unable to respond to your request by this date we will write to you again before the above date to explain why there is a delay and provide a revised date for the records to be sent to you.  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)   |  | | --- | | Please note this general information about our response to your request for information under the Data Protection Act 2018.  When we provide you with the information you requested we will explain what systems and files we searched. If you believe information is held elsewhere in the Trust please let us know so that we can look for you.  When we provide information in response to a request it may not be possible to provide you with a complete set of records. When this happens we will tell you why.  If you think the information we hold is incorrect please state this in writing. We are able to change incorrect factual information. We are not able to change clinical opinions. If you think these are wrong, set out why you think this and we will add it to the clinical record.  You have the right to complain about the way we have responded to a request for personal information under the Data Protection Act 2018. Please contact the Trust at the address above in the first instance so that we can try to resolve your concerns.  If we are unable to resolve your concerns we will undertake a review. Speak to our PALS and Complaints team on 0800 085 8354, email [elft.complaints@nhs.net](mailto:elft.complaints@nhs.net) or write to the Complaints Manager, FREEPOST RTXT-HJLG-XEBE, The Green, 1 Roger Dowley Court, Russia Lane, London E2 9NJ  If we are unable to resolve your concerns you have the right to complain to the Information Commissioner. Call their helpline on 0303 123 1113 (local rate – calls to this number cost the same as calls to 01 or 02 numbers), write to Information Commissioner’s Office at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or see their website <https://ico.org.uk/> | |