Dear XXX

I refer to your request of <insert date> for access to <patient’s name> records which was received on <insert date>.

Your request will be processed in accordance with the Data Protection Act 2018, subject to receipt of the following:

* Clear description of the records you require, including the service(s) under which <insert patients name> was treated and the time frame for the records. Please see attached form for completion and return.
* Proof of identity - The Trust must be satisfied that sufficient evidence has been provided to confirm the identity of the requester. To protect your identity and make sure we provide the correct individual with information, your application must be accompanied by **photocopies** **of two different official documents** that between them provide sufficient information to prove your **name, date of birth and current address** *e.g.* *driving licence, medical card, birth certificate or passport etc together with a utility bill, council tax notice, bank statement (with the financial details blanked out).* **Please do not send original documents.**
* Signed consent by <insert patients name> to confirm they agree to you acting on their behalf, OR;
* If the patient does not have capacity to consent, proof of authority for you to act on behalf of <insert patient’s name> such as a Lasting Power of Attorney or Litigation Friend status.

As soon as the above information has been received we will be able to process your request.

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

Yours sincerely

Name

Job title

Team Name

(insert email signature)

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| 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 opinions. If you think these are wrong, set out why you think this and we will add it to your 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 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/> |