Dear XXX

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

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

* 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 note in order for us to process your request in line with the Data Protection Act 2018, particularly considering the principles for purpose limitation and data minimisation, the Trust will not simply provide “all” records held). If the request is to support that of a claim, please specify the nature of the claim in order for us to assess which records are likely to be relevant. Please complete the attached form and return.
* Consent form signed by the patient (or patient’s parent / guardian if under 12 years old) authorising you to act on their behalf. If the patient does not have capacity to consent, please provide alternative proof of authority such as Lasting Power of Attorney / Litigation friend status for your client.
* Confirmation you have completed due diligence in respect of the patient’s identity.
* Confirmation if there is any intended litigation against the Trust.

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 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/> |