Dear XXX,

I refer to your request of <insert date> for access to view <your records / the records of XXX> which was received on <insert date>.

Please contact <insert contact details – usually name and phone no of ward contact> to arrange an appointment for you to attend the Trust to view the records.

In most circumstances at least 24 hours’ notice is required prior to attending to view records.

Please note your access to the records will be supervised.

If you have any questions, please do not hesitate to contact either myself or <insert ward contact>.

Yours sincerely

Name

Job title

Team Name

(insert email signature)

CC <insert contact name of ward contact>