

## HOW TO ACCESS YOUR HEALTH RECORD

This advice sheet tells you what to do if you want a copy of your health record.

### WHO CAN APPLY?

- Patients (including those under 16) who understand the nature of the application.
- A person with parental responsibility for a child under 18 acting in the child's best interests and either the child agrees, or the child is not competent to make their own application.
- Any person on behalf of the patient, providing the patient has given written permission.
- A person appointed by a court for patients who cannot manage their own affairs. For example, a Lasting Power of Attorney or a Deputy appointed by the Court of Protection. Proof of this appointment must be provided.
- A deceased service user's personal representative and any person who may have a claim arising out of the service user's death. Please note that a personal representative must provide confirmation of their appointment e.g., Grant of Probate/Letters of Administration.

### HOW DO I APPLY?

- By Email: [HNF-TR.S-A-R@nhs.net](mailto:HNF-TR.S-A-R@nhs.net)
- By Phone: 01482 389275
- By Post: Medical Records Administration Manager, Medical Records, Mary Seacole Building, Willerby Hill, Beverley Road, Willerby HU10 6ED

### HOW LONG WILL IT TAKE?

All requests for information will be processed within one month of receipt of the identification. If your request is complex this may be extended by two months. We will let you know if this is the case.

### HOW MUCH WILL IT COST?

A fee will not be charged for your request. Repeat requests for the same information may incur an administrative charge.



## **CAN INFORMATION BE WITHELD FROM ME?**

Sometimes, the health professional may decide to hold back information in your record from you. This only happens when the information is about other people, or it is felt you could be caused serious harm.

## **WHAT IF I THINK THAT THE INFORMATION IS INACCURATE?**

If you believe some of the facts in the records are wrong, or if you disagree with something in the records, we cannot change or erase a statement made by a health professional (e.g. a doctor or a nurse). However, you are entitled to ask for a note to be added to your record giving your own opinion. We will give you a copy of the correction or the note.

## **WHAT IF I CANNOT UNDERSTAND THE RECORD?**

If you have any questions about the record, for example if you cannot read parts of it, if you do not understand some of the medical terms or words that have been used or think that some of the facts are wrong, please provide details in the feedback form that will be provided with your records.

## **WHERE CAN I GET FURTHER INFORMATION, ADVICE OR ASSISTANCE?**

Please contact: -

Medical Records Administration Manager  
Mary Seacole Building Beverley Road  
Willerby  
East Yorkshire  
HU10 6ED

Tel: 01482 389275

Email: [HNF-TR.S-A-R@nhs.net](mailto:HNF-TR.S-A-R@nhs.net)

## **WHAT IF I AM NOT SATISFIED WITH THE OUTCOME OF MY APPLICATION?**

If you have concerns about your application, please contact: -

Complaints and Feedback Team  
Trust Headquarters  
Willerby Hill  
Beverley Road  
Willerby  
HU10 6ED  
Email: [HNF-TR.complaints@nhs.net](mailto:HNF-TR.complaints@nhs.net)

Date of publication: October 2022

