

# Access to your Health Care Records

## will I be given help to understand the records?

We will explain anything in the records that you do not understand. If you are unable to read or see, you may like a friend or family member to help you. If English is not your first language, you may also have help. If you need an interpreter, we can give you information on how to get hold of one.

## which health records can Phyllis Tuckwell provide?

We can provide access to our records made by Phyllis Tuckwell.

We keep our records for at least eight years. If you would like to access records held by other organisations, you would need to contact those organisations to request them.

## do I have to pay for services from Phyllis Tuckwell?

No, all services offered by Phyllis Tuckwell are free. As a charity we are dependent on the local community for their generosity and financial support. We only receive 20% of our funding from the NHS/Government and therefore we have to raise over £20,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website. Thank you.

if you have any queries about accessing health records please contact:

**Dr Seton-Jones**  
Medical Director  
01252 729401  
[cate.seton-jones@pth.org.uk](mailto:cate.seton-jones@pth.org.uk)

**Large print version available on request.**

Phyllis Tuckwell Hospice Care

Waverley Lane, Farnham  
Surrey GU9 8BL  
Tel: 01252 729400

The Beacon Centre,  
Gill Avenue, Guildford,  
Surrey GU2 7WW  
Tel: 01252 913053 - Clinical team  
01252 913033 - Administration

Phyllis Tuckwell Memorial Hospice Ltd.  
Registered Number 1063033. Registered Charity Number 264501.

Email: [mail@pth.org.uk](mailto:mail@pth.org.uk)  
[www.pth.org.uk](http://www.pth.org.uk)



Helen - Consultant

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## why might I need to access my health care records?

*You may wish to understand your treatment more clearly. You may have a concern or worry about your treatment or you may wish to seek a second opinion.*

## do I have the right to see my medical records?

The Data Protection Act of 2018 give patients the right to see what has been written in their medical records.

The Access to Health Records Act of 1990 relates to patient's medical records after their death, and allows a personal representative, executor or administrator, or anyone who has a claim resulting from the death, to access the deceased records.

## how do I arrange to see my medical records?

Please ask us if you wish to see your medical records. We will give you a form to fill in, requesting access to health records. If you wish, the form can be posted or emailed to you.

## why do I need to complete a form?

The form ensures that we have the information we need to deal with your request quickly. We aim to acknowledge your request within 10 days and grant you a copy or access to your records within 21 days.

## will I have access to all my health records?

Yes, most of the time you will be entitled to view all your health records.

## is there any reason I may not be able to see all parts of my records?

If your medical records contain information that could harm your physical and mental health, they will be withheld. If someone who should remain anonymous is mentioned in your records, you will not be allowed access to that part of your notes.

## can another person see my medical records?

You can give written permission for another person to see your notes. If the courts have appointed someone to manage your affairs, that person will be able to access your notes. A person who can prove they have the right to see your notes will be allowed access to your medical records.

## can I prevent other people having access to my notes?

Yes, if you do not wish other people to have access to your health records, you can tell us and we will write it in your notes.

## can I ask for corrections to be made to my records?

Incorrect factual information can be amended, but we cannot change notes that are already written. We can add into the record a note stating your correction request and ask whether the professional involved agrees. We will give you a copy of this.

## who should I speak to if I am not happy with what has been written in my health records?

First speak to the professional person involved in your care. If you are not comfortable with this, or you are not satisfied, please write to the Phyllis Tuckwell Medical Director. If you are still not satisfied, please write to the Chief Executive.

## will I be charged a fee?

In most cases there will be no charge for copies of the computer records.