**Access to your records**

**Subject Access requests**

**PATIENTS’ RIGHTS**

All patients have the right to access their records and any supplementary information held by The Upstairs Surgery you have the right to receive confirmation that your data is being processed.

The reason for granting access to patients is to enable you to verify the lawfulness of the processing of data held about you.

**FEES**

Under GDPR The Upstairs Surgery are not permitted to charge data subjects for providing access of the requested information. This must be done free of charge. Patients can access their records online, with the ability for the patient to print their records or patients can request hard copies.

A fee will be charged when the request is deemed excessive. Only one copy of the records will be provided to the patient, for further copies there would be a charge to cover stationary costs.

**RESPONDING TO A DATA SUBJECT ACCESS REQUEST**

In accordance with the GDPR the practice must respond to all data subject access requests within 30 calendar days of receiving the request. In the case of complex or multiple requests the practice may extend this to a period of two months. In such incidences you will be informed and the reasons for the delay explained.

**VERIFYING THE SUBJECT ACCESS REQUEST**

It is the responsibility of the practice to verify all requests from patients using reasonable measures. The use of the practice subject access request (SAR) form supports the practice in verifying the request. In addition the practice is permitted to ask for evidence to identify the data subject, usually by using photographic identification i.e. passport or driving licence.

**E-REQUESTS**

The GDPR states that patients access requests by email. The Upstairs Surgery are compliant with this, data subjects can complete a request via email using email address:

theupstairssurgery@nhs.net

The practice is to ensure that ID verification is requested and this should be in response to the patient upon receipt of the access request. It is the responsibility of the practice to ensure they are satisfied that the person requesting the information is the subject to whom the data applies.

**THIRD PARTY REQUESTS**

Third party requests will continue to be received following the introduction of the GDPR. The practice must be able to satisfy themselves that the person requesting data has the authority of the patient.

The responsibility for providing the required authority rests with the third party and is usually in the form of a written document or consent form signed by the patient.