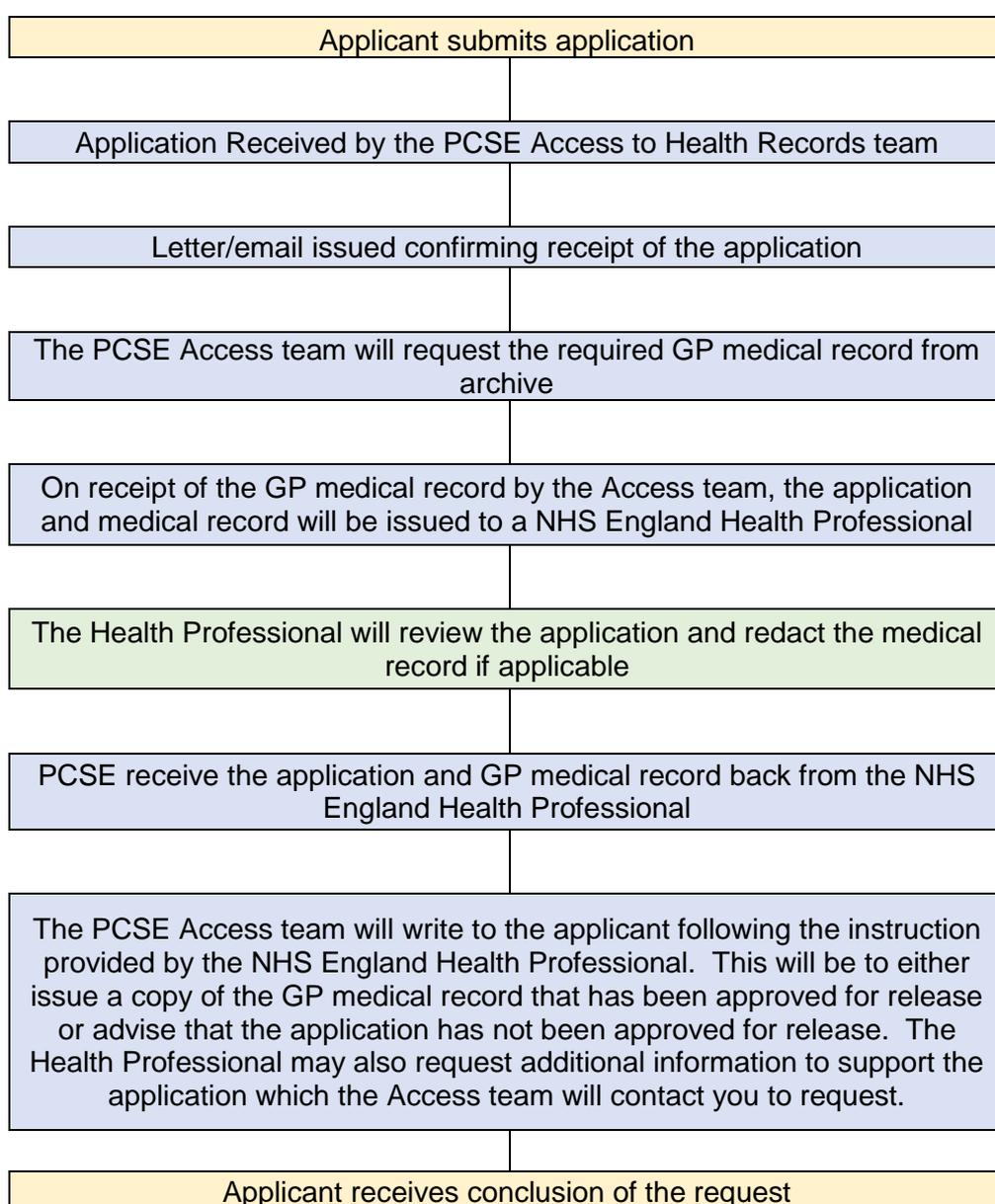


Access to Health Records Process

When an application is received by the Access to Health Records team, the steps listed below detail the process that the application will follow. Applicants who require an update at any stage of the application should contact our Customer Support Centre on 0333 014 2884.

Applicants wishing to provide additional information, or to notify us of a change in circumstance can email the Access to Health Records Team pcse.accessrequests@nhs.net



Primary Care Support England

PCSE only provide copies of a Health Record which we hold. Parts of a person's medical record may be held with Hospital, Community or Mental Health trusts, as well as previous primary care practitioners. PCSE cannot provide access to these records. To gain access to these records, applicants may wish to make a separate application to the relevant Health Organisation.

Applications and the requested GP medical records are reviewed by an appropriate NHS England Health Professional in order to determine whether all or part of the record can be released. Taking into account the medical records which have been requested within the access application, the Health Professional will remove medical records as required by statute (this would include GP medical records prior to 1st November 1991 for an application requesting access to a deceased patients records) together with any information/documentation which, in his opinion, could be harmful to the health or welfare of another or might identify a third party.