

I'm not a bot































Modified on: Wed, 9 Apr, 2025 at 10:35 AM Medical records from GP and/ or NHS services can be used as evidence for your appeal, mitigation or complaint.TWO WAYS TO GET A COPY OF YOUR MEDICAL RECORDS:1. You can ask your GP to provide a letter. You are usually asked to pay a fee and it takes some time to receive a copy of your letter.2. Get a copy of your GP records, which is cost-free and quicker by logging into your account using the NHS app or NHS website.HOW TO GET A COPY OF YOUR GP RECORDS USING NHS APP OR WEBSITEYou will need to register for online services and prove who you are. You can do this when you create an account. by clicking on this linkYou'll need to ask your GP surgery for online access to your full record, or you'll only be able to see your medicines and allergies.Once you have created your NHS account, you can log in using the website or app.For the NHS App:1. Log in to your account2. Go to the section "View your GP health record" 3. The next page will be "Your GP health record" You can find the information required for your evidence in sections "Allergies and adverse reactions", "Medicines", "Test results", "Consultations and events" and "Documents". Please make sure that your evidence matches the period that you are talking about in your statement for either your appeal, mitigation or complaint.4. Please note that you can only download the sections "Documents". For the other sections you will need to screenshot the page, you are interested in.For the NHS website:You follow the same process. Did you find it helpful? Yes NoSend feedback Sorry we couldn't be helpful. Help us improve this article with your feedback. Free Helpline: 0800 345 7115 Weekdays 09:30 - 17:00 Support our workBecome a member - it's free! You can ask for online access to old test results by emailing or calling your GP surgeryspeaking to a receptionist at your GP surgeryIf your GP surgery approves your request, you'll be able to see your test results when you view your GP record in your NHS App or account. This can take a few weeks.If your GP surgery does not approve your request, you can contact them to discuss why they did not to make your test results available. Health records contain information about your health and any care or treatment you've received. Your health records may contain: test and scan results X-rays doctors notes letters to and from NHS staff It's important that your records are kept up to date. You should tell NHS staff when your personal information changes or if you are going to be out of the UK for a long time. Different parts of the NHS hold records. For example, your GP practice and any hospital you have been to may hold records about you. NHS Scotland follows the retention schedule set out in the Scottish Government Records Management Health and Social Care Code of Practice as a guideline about how long it should keep health records, and when they can be destroyed. You should contact your GP practice manager or hospital health records manager if you would like more information about how your records are stored. Most patients in Scotland now have an Emergency Care Summary containing basic information about your health in case of an emergency. NHS staff can also use your Emergency Care Summary if your GP refers you to an outpatient clinic or for admission to hospital to check your details. Before any member of staff looks at your Emergency Care Summary, they must get your consent. Patients with particular needs or living with long-term conditions may also have a Key Information Summary containing information that NHS staff should know. The Key Information Summary might contain: an emergency contact information about a patient's condition what treatment the patient is having If you need a Key Information Summary, your GP will discuss with you what information should be included. You have a right to see or get a copy of your health records. To see your records you will have to apply to the organisation that is responsible for them, for example: your GP practice manager your dental surgery manager the records manager at your hospital You don't need to give a reason for wanting to see your health records. When writing, you should say if you: want to just see your records or also have a copy want all or just part of your records would like to get your records in a format that meets your needs You may also need to fill in an application form and give proof of your identity. You can usually apply if you're able to understand what is involved in asking to see your records. Someone else can apply to see your records if you: agree to this can't make decisions for yourself and someone has been appointed to act on your behalf Someone with responsibility for you can apply to see your records if any of the following apply: you're over 12 and you agree to this you don't understand what's involved If you're under 12, your parents or guardians must apply to see your records on your behalf. It is free to view your records request the first copy If you request additional copies, you will be told if an admin fee will apply. If you make the request by email or online, unless otherwise requested by you, the information will be provided in a similar secure format. You will usually receive your records within 30 days of making an application and paying the admin fee if applicable. If you are unhappy with how your application has been dealt with, you should ask to speak to the person you sent your request to. If you are still unhappy, you have a right to make a complaint. Find out about giving feedback and making complaints about how your application has been dealt with. If you choose to view your records at your GP surgery or hospital, someone will probably be with you while you do this. If you choose to be given a copy, you may get a computer printout a photocopy an electronic file Some information on your records may be kept from you. NHS staff don't have to tell you if this has happened. You won't be able to see information that could: cause serious harm to your own or someone else's physical or mental health identify another person (except NHS staff who have treated you), unless that person gives permission If you think information in your records is incorrect, you should first talk to staff providing your care who will then decide the best course of action. If they decide the information is incorrect: A line will be put through it so that people can still read it but can see that it has been corrected A note will be attached to your records explaining why this has been done If they decide the information is correct: Your records will not be changed A note can be attached to your records explaining why you think the information is incorrect Information can only be removed from your records if: a court orders it the conditions for 'the right to be forgotten' apply NHS staff need your full records to: understand earlier decisions made about your care comply with legal and professional obligations You may want to approach NHS Scotland to request that your information is removed from their records if you feel that: your information is no longer necessary your information has been unlawfully used your information is held without legal basis and you haven't given consent the personal information has been collected online by services offered directly to children There may be occasions when the NHS will not uphold your request, for example: when there is a legal obligation for keeping the information when the NHS needs the information to carry out its duties in the public interest such as planning healthcare services for public health reasons The NHS must reply to your request within 30 days. You can claim compensation if you suffer physical, psychiatric, or financial damage because: information in your records is inaccurate your information is accidentally lost, damaged or destroyed, or disclosed without permission Find out more about clinical negligence and your right to feedback and complain about your care. The law allows you to see records of a patient that has died as long as they were made after 1st November 1991. Records are usually only kept for three years after death. You can only see that person's records if you are their personal representative (e.g most parents/guardians of a minor or a person with power of attorney for health care for a patient), administrator or executor. You won't be able to see the records of someone who made it clear that they didn't want other people to see their records after their death. Before you get access to these records, you may be asked for: proof of your identity proof of your relationship to the person who has died Contact the GP practice or local health board that the deceased person was registered with to request their health records. You won't be able to see information that could: cause serious harm to your or someone else's physical or mental health identify another person (except members of NHS staff who have treated the patient), unless that person gives their permission If you have a claim as a result of that person's death, you can only see information that is relevant to the claim. Last Updated: Thursday, 20 April 2023 Access to your detailed medical record is now possible via your NHS account. Often this is enough to meet your needs. However, if you need more detailed records that cover a longer period in the past then you can ask for a copy. Subject to Access Request (SAR) A request by a patient, or a request by a third party who has been authorised by the patient, for access under Data protection law (GDPR and DPA 2018) is called a subject access request (SAR). More general information about making a subject access request is available on the website of the Information Commissioners Office (ICO). This information applies to any organisation that keeps personal data about you and not just your GP. Getting a copy of your record If you want to see your health records or wish a copy, you can write to us or call us. You do not have to give a reason for wanting to see your records. There is no charge for this service. If the information you require just covers a specific period of time then please let us know as this reduces the amount of time and recourse it will take us to prepare the copy. The Practice, has up to 28 days to respond. If additional information is needed before copies can be supplied, the 28-day time limit will begin as soon as the additional information has been received. The 28-day time-limit can be extended for complex or numerous requests where the data controller (usually your practice) needs more time to collate and supply the data. You will be informed about this within 28 days and provided with an explanation of why the extension is necessary. You will need to provide to provide proof of your identity when collecting the copy of your records. Getting a Copy of Your Record HomeContact NHS EnglandCommon questionsGetting copies of medical records A request for information from medical records has to be made with the organisation that holds your records - the data controller. For example, your GP practice, optician or dentist. For hospital records, contact the records manager or patient services manager at the relevant hospital trust. You can find a list of hospital trusts and their contact details here. GP medical records for un-registered or deceased individuals If you are looking to make a request for the GP medical records of a deceased individual you will need to contact their last registered GP practice. NHS England is only the data controller for GP medical records where an individual is currently not registered with a GP, or is deceased and the practice they were last registered with is now closed. These records are held by Primary Care Support England (PCSE) on behalf of NHS England. To request access to GP medical records in these circumstances please visit the PCSE website. You can find more information about accessing medical records on the NHS.uk website. You can either email or call your GP surgery and tell them you want to see historical information in your online GP health record mention it to a receptionist at the surgery when you go for your next appointmentLet your GP surgery know if you only need access to something specific in your record (such as previous test results). This can be quicker than getting access to your full historic record.The surgery will consider your request and make sure there are no issues with making the information available to you (for example, if it could put you or someone else at risk of harm). This can take a few weeks.If there are no issues with making this information available, you'll be able to see it when you view your GP record online. You have a right to see your complete medical records and how the NHS has shared your information. There are different ways to do this. Your Medical Records Your complete medical records, including copies of letters sent to and from us, scans, x-rays and notes, are held by your GP practice. The records include details of any care or treatment you have received in hospitals or elsewhere in the NHS. You have a right to request this information, and GP practices are obliged to show it to you. To get this information, please either speak to the practice team or use our online services. If you have previously registered for online services with your GP, you can simply log in and see your records, including details of previous appointments, medications, tests results and vaccines. If you haven't logged in previously, you will need to register an account to gain access. To do this, go to your GP's online access page. The same information is also available through the NHS App. You can find details of how to download, register, login and access your records on the NHS app here. You will also have a Summary Care Record (SCR) unless you have explicitly chosen not to have one. An SCR holds vital information about your medical history, medications, allergies and any previous bad reactions. It is available to anyone involved in your care and helps NHS staff make the best decisions for your health. SCRs are not currently available online, so please speak to the practice team if you would like to see yours. Information held by NHS Digital NHS Digital also collects and stores patient information for research and planning purposes. As with information held by your GP, you have a right to request this information and be shown it. Often this information is kept in coded formats rather than readable text, but you will be given a list of what those codes mean. To get access to this coded statistical information, you will need to submit a Subject Access Request. NHS Digital have a subject access form that you can complete and submit by email to enquiries@nhsdigital.nhs.uk. Please be aware you will need to supply various pieces of information and documents to prove your identity. You can find full details of what you need to do to submit a subject access request on the NHS Digital website.