

SECTION 6 - Information and next steps

Identification

Please note: We require proof of your identification and cannot proceed with your application without this. Please attach a photocopy of your passport or driving licence. If you do not have either of these items, please contact us to discuss.

Viewing only

Health Records will manage your application via the correct team to arrange an appointment with the relevant clinician.

Charges for copied records

There is no charge for this service unless it is deemed that your request is “manifestly unfounded or excessive”; then you may be charged for the service. Repeat Image requests will be charged £10.

How do I receive my records?

Your records will be sent to you by recorded delivery unless you have requested to collect in person or via encrypted email (this is dependent on the volume of paperwork and the size of the image).

For radiology (X-ray) images, you will receive an email with a link from Image Exchange Portal (please check your junk/spam mail boxes). You will also be sent a password in a text message/to secondary email account. **The images must be downloaded within 14 days of receiving the email** and repeat image requests will be charged at £10.

If you require your images to be sent to you via CD, please ensure this is detailed on your application.

Sending your application

Please post or email the completed application, together with the appropriate ID to the following address:

By post: Access to Health
Health Records Department
Royal Berkshire NHS Foundation Trust
London Road
Reading RG1 5AN
Telephone: 0118 322 7057 (Radiology images only, telephone:0118 322 7635)

By email: rbb-tr.accesstohealth@nhs.net

Records will be sent within one month following the application and person verification process.