

Subject Access Requests

Patient Information

This surgery now uses eMR, provided by MediData Exchange, to process your Subject to Access Request, also known as a 'SAR'.

You will be asked to sign a consent form, allowing us to do this.

We will also ask you for an email address and mobile phone number so that you can access your Patient Record securely on-line.

If you do not have an email address or mobile number, then either we can print off a hard copy for you or you can provide family or a relative's details, with their permission.

How does on-line access work?

- When we have processed your SAR you will be sent you an email notification with a link to access your record. Please note: This email may land in your 'junk' email so you will need to click and drag it over to your 'inbox' for the link to work.
- Click the link and follow the on-screen instructions.
- You will be asked to request an access code which will be sent by text message to your mobile phone. This is for security purposes.
- Once you enter this code - you will be able to view, print or download a copy of your medical record. You can also authorise a 3rd party, for example a Solicitor to access this information.
- Your report, shown as a pdf, consists of your medical record and any other attachments e.g. letters, scans etc. If you see this on the last page 'Unsupported attachments' simply download the file and re-open to view. (Please note it will download as a zip file.) You will then see the medical record including all attachments

Can the surgery send it directly to the Solicitor?

Under new regulations, we are obliged to send the Patient record to you, as it is your personal information. It is then your choice with whom you would like to share this information.

If you have any difficulties accessing your record, please contact MediData Exchange using this email: notifyus@medi2data.com