

# Access to your health records

## Medical Records

Information for Patients

Last reviewed: February 2023

Updated: November 2024

Next review: February 2026

Leaflet number: 216 Version: 2.1

## Introduction

This leaflet will explain how to access copies of medical records from Leicester's Hospitals and Alliance Community Hospitals.

### Leicester's Hospitals are:

- Leicester Royal Infirmary
- Leicester General Hospital
- Glenfield Hospital

### Alliance Community Hospitals are:

- Coallville Community Hospital
- Feilding Palmer Hospital
- Hinckley and District Hospital
- Melton Mowbray Hospital
- Rutland Hospital
- St Lukes Hospital
- Loughborough Hospital

The Alliance provide records for Outpatients, Day Case Surgery and Endoscopy. All other records for the above Alliance hospitals are provided by Leicestershire Partnership NHS Trust (LPT); their contact details are given at the end of this leaflet.

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Who can request access to medical records?

- The patient.
- Another person (with the patient's written permission).
- A parent or guardian of a person under 16 (where a child is considered capable of making decisions about their medical treatment, the consent of the child must be sought before a person with parental responsibility can be given access).
- A court appointed representative of someone who is unable to manage their own affairs.
- Where the patient has died, the executor as named on the will or anyone having a claim resulting from the death may apply to see the records or part of them.

## How do I make a request?

You will need to complete an application form.

For medical records from Leicester's Hospitals the application form can be downloaded from our webpage: [www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/health-and-medical-records/](http://www.leicestershospitals.nhs.uk/patients/patient-and-visitor-services/health-and-medical-records/)

For medical records from Alliance Community Hospitals (Outpatients, Day Case Surgery and Endoscopy) please email [LLRSarsLead@uhl-tr.nhs.uk](mailto:LLRSarsLead@uhl-tr.nhs.uk) for an application form, or call Tel: 01509 564358.

## Guidance notes for completing the application form

**Part A:** Complete all details relating to the person whose records you wish to access. This should include any previous names and addresses during the period of time you are requesting records for.

**Part B:** You must tell us the records you wish to access and provide as many details as possible. It is not enough to state 'All Records'. If you need more space please attach another sheet.

**Part C:** We need proof of identity before we can process your request. This is to protect the identity of the person in line with data protection laws.

**Part D:** This part should only be completed if you are applying for the records of another person. You must have permission from that person to make the application on their behalf.

## What will happen after I apply?

When we receive your completed application form, we check that the request is valid, particularly if it is an application on behalf of someone else. The relevant medical records are then obtained and scanned. The records will then be passed to the appropriate clinicians for permission to release copies to you.

If access is granted the records will be posted to you by recorded delivery on CD. The CD will be encrypted with a password which will be given to you separately. If you would like to receive your password by email please include your email address on the application form. To be able to view the information on the CD please ensure you have Adobe Reader X (Version 10) installed on your computer. This can be downloaded for free. Please tell us on your application form if you would prefer to receive photocopies; you will be charged the postage for recorded delivery of these.

## How long will it take?

We aim to make records available within 1 month of receiving your fully completed request, proof of identity and any postage costs (if applicable). If the records are complex or very large it may take longer.

## Additional information

- Individuals have a right to confidentiality of their personal health information and the Trust must be satisfied that an applicant is the person or the persons authorised representative. This may involve checking the identity of any of the named persons on the completed application form and their validity to request access.
- Information may be withheld where it is considered that access might cause harm to the physical or mental health of the patient or any other individual, or where a third party might be identified.
- **Warning – it is a criminal offence to make false or misleading statements in order to obtain information.**

## What proof of identity do I need to provide?

**If you are applying for copies of your own records** you will need to send proof of your identity. Please send a **copy** of the following (**do not send original documents**):

- Current passport **or** full photo driving licence **or** birth certificate.
- Where name has changed then additional proof is required e.g. marriage certificate / change of name deed.
- A current utility bill or bank statement to verify your current address.
- If applying for a child's record then a **full birth certificate** is needed naming both parent's.

Additional documents that may be acceptable are:

- Disability Blue Badge.
- Bank Card with a supporting statement.

**If you are applying for records on behalf of the patient**, you will need to provide proof of your identity, as well as providing proof of patient's identity. The patient's authorisation section will also need to be completed on the application form, giving permission for you to have access to their records.

**If you are applying for the records of someone who has died**, you must include proof of your own identity together with proof of your appointment as executor or administrator (e.g. a copy of the will that clearly identifies you as the executor).

If you have a claim arising from the patient's death, you will need to send documentary evidence to support this e.g. copy of the deceased's will naming you as executor along with proof of your identity and address **or** a letter proving the claim from a legal representative.

## Is there a charge for accessing medical records?

There is no charge for copies of records supplied under the 2018 General Data Protection Regulation (GDPR) or the Access to Health Records Act (ATHRA) 1990. There is also no fee if you choose to view your records rather than have copies.

We will provide a copy of the records on CD free of charge. If you want paper copies we will charge postage fees as they are sent recorded delivery, unless you wish to collect in person from the Leicester Royal Infirmary (for records held by Leicester's Hospitals) or Loughborough Hospital (for records held by Alliance Community Hospitals).

## How do I pay if applicable?

For records held by Leicester's Hospitals we accept payment by cheque, postal order or payment by card (via the cashiers office at Leicester Royal Infirmary - Tel: 0116 258 5175). Please do not send cash. Cheques should be made payable to 'University Hospitals of Leicester NHS Trust'.

For records held by Alliance Community Hospitals please telephone 01509 564358 or email [LLRSarsLead@uhl-tr.nhs.uk](mailto:LLRSarsLead@uhl-tr.nhs.uk) to arrange payment.

## Who do I contact if I have any questions?

If you have any questions about records relating to **Leicester's Hospitals** please contact:

Access to Health Records Team, Leicester Royal Infirmary, Infirmary Square, Leicester LE1 5WW  
Tel: 0300 3031563 (select option for Access to Health Records) - Monday to Friday, 9am to 4.30pm.

If you have any questions about records relating to **Alliance Community Hospitals** please contact:

Karen Burton, Secretary to Head of Nursing and Governance

Loughborough Hospital, Hospital Way, Off Epinal Way, Loughborough, Leicestershire LE11 5JY

Tel: 01509 564358 / Email: [LLRSarsLead@uhl-tr.nhs.uk](mailto:LLRSarsLead@uhl-tr.nhs.uk)

## Giving us your feedback

If you would like to give feedback or make a complaint please contact our Patient Advice and Liaison Service (PALS):

Freephone: 0808 178 8337

Email: [pals@uhl-tr.nhs.uk](mailto:pals@uhl-tr.nhs.uk)

In writing: Level 1, Balmoral Building, Leicester Royal Infirmary, Infirmary Square  
Leicester LE1 5WW

## Useful contacts

### GP Records

Central Registrations

Gwendolen House

Coleman Road

Leicester LE5 4PW

Tel: 0116 295 7880

### Mental Health Services, Leicestershire Partnership NHS Trust

Riverside House, Bridge Park Plaza

Bridge Park Road

Thurmaston

Leicester LE4 8PQ

Tel: 0116 295 1350

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)