

If you are disputing an opinion held within your record, you should note that an opinion is not incorrect because you or another health care professional you ask, disagree with it. An opinion can change and vary over time, so it is important that that they are left in your records (even if they are eventually shown to be wrong) in order to understand the care process.

In all situations, a note of your concerns will be added as explained in the paragraph below.

If you feel that a health professional has included information on your health record that is wrong or inaccurate, you should contact the Trust's Complaints Department.

If both you and the health professional agree that a piece of information is factually inaccurate, then the health professional should amend it with a clear correction and an explanation for the new entry being added. The original information still needs to remain and to be visible. Your health professional may disagree with you about the inaccuracy of some information on your records and refuse to amend your record. In this case, you can ask the health professional to add a statement from you to your records to show that you disagree with this information, or you can supply your own written statement to be held within your record.

If you have any further concerns please contact PALS (Patient Advice and Liaison Service) on 01223 726774 or freephone 0800 376 0775 (office hours). A confidential e-mail service is also available at: [pals@cpft.nhs.uk](mailto:pals@cpft.nhs.uk)

To make a Subject Access Request to your Health Records please make your request in writing to:

Cambridgeshire and Peterborough NHS  
Foundation Trust  
Access to Health Records Administrator  
Newtown Centre  
Nursery Road  
Huntingdon  
PE29 3RJ

If you wish to make a complaint or have a concern about your health record please contact the Trust either via email to: [complaints@cpft.nhs.uk](mailto:complaints@cpft.nhs.uk) or by post to:

Complaints Team  
Cambridgeshire and Peterborough NHS  
Foundation Trust  
Elizabeth House  
Fulbourn Cambridge  
CB21 5EF

T 01223 885709  
Freephone 0800 052 1411

#### Out-of-hours' service for CPFT service users

Please call **NHS 111** for health advice and support or if you feel you are in a mental health crisis.

*Leaflet review date: August 2019*

#### For more information

HQ Elizabeth House, Fulbourn Hospital,  
Cambridge CB21 5EF.  
T 01223 219400 F 01480 398501

[www.cpft.nhs.uk](http://www.cpft.nhs.uk)

## Your health record



Pride in our care

A member of Cambridge University Health Partners

## Why are health records created and for what purpose?

The Data Protection Act 1998 defines a health record as: "Any electronic or paper information recorded about a person for the purpose of managing their healthcare" section 68 (1) (a). The primary function of a healthcare record is to record important clinical and mental health information, which may need to be accessed by the healthcare professionals involved in your care.

## How can I access my health records?

You have a right to see your records under section 7 of the Data Protection Act 1998. If you want to access your health records (this is known as a Subject Access Request) you should write to the Trust Access to Records Administrator (the address is at the end of this leaflet) and include:

- Your name
- Address
- Date of birth

You can download a copy of the Trust's Access to Health Records, Personnel Records and CCTV Data Protection Act 1998 Policy from our website and fill out the form at [www.cpft.nhs.uk/help/documents-that-guide-practice.htm](http://www.cpft.nhs.uk/help/documents-that-guide-practice.htm)

CPFT will respond to your request within 40 days. You do not have to give a reason as to why you want to access your health records, and if you only want access to a certain part of your record you should be specific about which dates and part of your record you wish to view.

## Can any information be kept from me?

Medical professionals holding your records have the right to withhold part or all of information contained within your health record if they feel it may harm your physical or mental health or some one else's at this point in time. The medical professional would make this decision in your best interest. That is not to say you cannot reapply at a date in the future, and if the medical professional feels the time is right to do so, you will be given access to your health record. Your records may identify a third person, by law, under the Data Protection Act 1998. We cannot release their information to you unless they have given us consent, therefore this information will be removed from the copy of your records that are sent to you.



## Can anyone else see my health records?

CPFT complies with the legal rules on confidentiality contained within the Data Protection Act and we will not release your records to someone else without your written consent. Unless by law occasionally we are compelled to do so.

## Do I have to pay to see my health records?

If your records have been updated in the last 40 days then there is no charge to access them. If this is not the case, you can be charged up to £10 to view your records (whether they are electronic or paper copies). If you want a copy of your records, CPFT will make a charge for this. The charge is for copying and posting. The maximum fee for providing an electronic copy of your record is £10. If records are completely or partly handwritten and need to be photocopied, dependant on the amount of information you are requesting the charge can be up to £50.

## What if I believe information on my record is incorrect?

Principle 4 of the Data Protection Act says that information shall be accurate and kept up to date.

A health professional may have recorded an opinion or judgement about you in your health records that you feel is inaccurate. However, Department of Health guidance says that these opinions should not be deleted from your record. Keeping this information is essential to understand the decisions that were made about your care and treatment.