

## Our Process

We have a **full calendar month** from receipt of a **fully completed** application to release the records to you. You will receive an acknowledgement e-mail or letter to notify you when this process has begun.

The records are requested from the NHS All Wales Archive, we do not hold the physical record within our office.

You will be provided with copies of the record via secured e-mail (as a scanned copy) or recorded special delivery.

If you would like to collect the copy of the record in person, our department will be in touch to schedule an appropriate time and date that is also convenient with you.

This process allows you to access your GP records, if you are no longer registered with a GP. If you require hospital records you will need to contact the hospital you received treatment at directly.

If you are currently registered with a GP, you will need to request your record from your current practice as we do not hold this or have responsibility for it.

As we are not medically trained, we are unable to extract specific medical information from a record. We can select a partial or full record for you which can be specified in your application



Please send your completed application & accompanying copies of documents to;

**Health Record Requests Department  
NWSSP  
Cwmbran House  
Mamhilad Park Estate  
Pontypool  
NP4 0XS**

**[Nwssp-primarycareservices@wales.nhs.uk](mailto:Nwssp-primarycareservices@wales.nhs.uk)**

**FAO HRR Department**

**02921 500730**



Mae'r Gwasanaethau Gofal Sylfaenol yn is-adran o fewn Partneriaeth Cydwasaethau GIG Cymru

Mae Gwasanaethau Gofal Sylfaenol a Phartneriaeth Cydwasaethau GIG Cymru yn croesawu gohebiaeth yn y Gymraeg a Saesneg.

Primary Care Services is a division of the NHS Wales Shared Services Partnership

Primary Care Services and NHS Wales Shared Services Partnership welcome correspondence in Welsh and English.

# Access to a Health Record Information Leaflet

**Rules under current  
Data Protection Legislation**

## Identification

We require copies of the following documents as part of your application;

- One form of photographic personal identification - *e.g.) Current and valid passport, Current and valid photo driver's license*

**If you are unable to provide proof of ID in any of the above formats please provide the below.**

- √ One form of non-photographic personal identification - *e.g.) Birth certificate, Paper style driver's license etc.*

**AND**

- √ One document confirming your current address - *e.g.) Utility bill or bank statement issued within the last 6 months to confirm your address*

**AND**

- √ A passport sized photo, endorsed on the back with the signature of a 'person of standing' - *e.g.) Magistrate, Medical Practitioner, Officer of the armed forces, Teacher, Lawyer, Civil Servant.*

**Information provided to NWSSP is treated in strict confidence and is stored securely & safely at all times.**

## Accessing a Record on Behalf of a Family Member

If you are requesting records for children under the age of 16, you will need to supply copies of documentation to prove your relationship.

If you are requesting records for children over the age of 16, it may be necessary to gain their consent or they can apply themselves.

If you are requesting records for a family member you will need to provide proof of relationship, any specific legal right of representation and proof of any name changes as part of your application – *e.g.) Marriage Certificates, Birth Certificates etc.*

Your reasons/permission for requesting such access must be detailed in your application and supporting evidence must be provided.

We cannot process your application until we have received the relevant documentation confirming your relationship and/or identity.

The Health Records Request team will consider each application on merit and will provide the information required where possible.

## Solicitors Requests

Solicitors acting on behalf of a client/next of kin are entitled to request a patient's medical record if they can provide all the required information including signed and dated consent – the consent must be dated within the last 6 months.

These requests can take up to **a full calendar month** and will be sent via secure mail to the e-mail address provided by the solicitors firm.

The electronic version of the record you have requested will be available on our systems for a maximum of **90 calendar days** after the process is complete. Should you require this record again after this time, you will need to submit a new request, which can take up to **a calendar month** to process under current legislation.

All information held within our archived records is what will be sent to you, some of which may be harmful or upsetting to read. *If you would like any additional information, please do not hesitate to contact us using the contact information within this leaflet.*