



SITE: Bedgrove Surgery

HOW TO OBTAIN COPIES FROM YOUR MEDICAL RECORD

This leaflet will explain:

- **The system for obtaining copies from your medical record**
- **Why we have this system**
- **How it will help you**

The System

If you would like to obtain a copy of your patient record, please complete a Subject Access Request Form. You may not require a copy of your entire notes and this form will enable you to select which sections of your notes you would like. There will not be a charge for this service, but you may be charged if you request additional copies. Depending on how much you need copied will depend on the timeframe – typically this is between 10-30 working days but we can need as much as 90 days if you require a full set of copy notes. You should tick the form appropriately and the form must then be signed and dated and handed into reception – please make sure you bring proof of ID with you.

If you are requesting copy notes for more than one member of your family, you will need to complete one form for each person, including children.

The notes will be copied as requested and these will then be passed to your doctor for his/her signature. This ensures that you are receiving an appropriate set of copy records, in accordance with your wishes.

We will call you when the copy notes are ready for collection. These will be available from reception at any time during normal surgery working hours.

When you come to collect your notes please bring suitable identification with you eg: photo driving licence or passport. The charge, if applicable, will be payable upon collection of your records. We accept cash, cheque with valid bank card and all major debit / credit cards.

You can also view your medical record via the NHS App or via the Patient Access App. From 06.10.23 new patients who join the surgery will be able to have this from the date they joined the surgery. If you need access to more of your medical record you can apply for this to be done- please ask reception for the PAERS Form. Please be aware that there are some patients where it would not be appropriate to have full access to their medical record – if this is the case the GP is able to discuss with you the reasons why this applies to you.

Why we have the system

This system allows patients to request copies of their notes and ensures that both the surgery and the patient are clear about what is required and what the cost will be

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How it will help you

This system will enable you to select which parts of your record you would like copied and ensures that you are aware of what the charge for this will be if applicable and when you might expect your copies to be available. Using the App means the patient can view their medical record at any time and share or download aspects that they need without needing to contact the surgery

Useful Contact Information

Internet www.westongrove.com

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Tel 01296 623452

Aston Clinton Surgery, 136 London Road, Aston Clinton, Bucks, HP22 5LB

Tel 01296 630241

Bedgrove Surgery, Brentwood Way, Aylesbury, Bucks HP21 7TL

Tel 01296 330330