

Requests for Information – the service user guide

Under the Data Protection Act 1998, patients have a legal right to apply for access to health information held about them (this is known as a Subject Access Request (SAR)). This includes NHS and Private Health records. A record contains information about someone's mental and physical health recorded by a health care professional as part of their care. A patient does not need to give a reason to see their records however if a reason can be provided, this is usually helpful.

A partner of Outlook South West or a senior clinician working on behalf of a partner will decide whether the request can be approved, and if so how much of the information held is to be released. Some types of personal data are exempt from the right of subject access and so cannot be obtained by making a SAR. Information may be exempt because of its nature or because of the effect its disclosure is likely to have. There are also some restrictions on disclosing information in response to a SAR – where this would involve disclosing information about another individual, for example.

Someone other than the patient can access the patients' health records, however signed consent must be received from the patient before this can happen.

If a request is received from a third party, i.e. a solicitor, signed patient consent must be included with the request before Outlook South West will proceed further. For the consent to be accepted as valid, it must have been signed and dated within the previous 1 month.

All correspondence, letters and reports sent will be sent 1st class Royal Mail post, unless an alternative request has been made (for example to be collected by hand, posted recorded delivery, emailed).

In order for Outlook South West to process a SAR, the following is needed:

1. At least 2 types of identity validation.

Two of the following:

- Copy of valid passport
- Copy of current photo driving licence

If unable to provide two of the above, we require at least one of the above in addition to one of the following:

- Copy of birth certificate
- Copy of paid utility bill

Any other documentation will be considered on an individual basis but may not be accepted. Or, if you are still seeing a therapist of Outlook South West, they can sign the Access to Personal Data form to confirm your identity.

- 2. The request to be put in writing.** This can be via a completed “Access to Personal Data form”. If the form is not completed, the request can be a letter or email, as a minimum confirming the following:
- Your name
 - Your address
 - Your date of birth
 - Details of your request (what you are requesting)
 - How you would like to receive the information (i.e. by post or email).
- 3. Payment of the associated fee –** There are standard charges for all request for information. The maximum charge is £50. Payment must be made in advance. Please see the summary table below. Payment can be made by:
- Cheque or postal order (payable to Outlook South West LLP),
 - Bank transfer to:
 - Sort Code 09-06-66 Account Number 43584311
 - Account Name Outlook South West LLP

If you are unsure of the cost of your request, please contact the head office on 01208 871414 to discuss further.

OSW LETTER REF NUMBER	DESCRIPTION	COST
N/A	Confirmation of appointments booked in the future / appointments already attended	No charge
1, 2, 3	Letter confirming attendance at Stress Buster, Anger or Mindfulness group (or any other Outlook South West group)	£5.00
4	Letter confirming appointment attendance and brief details of the outcome of treatment, i.e. whether further sessions are planned, referrals to other services etc. (No more than 1 A4 page)	£5.00
5	Letter confirming date and reason for referral, date(s) of appointment(s), presenting problem(s), scores on any symptom questionnaires that may have been administered. Can include request for consideration for extenuating circumstances due to your psychological wellbeing – for example for college / university. (No more than 2 A4 pages)	£10.00
N/a	Copy of all of your clinical records	Up to £50

With regret Outlook South West are not in a position to provide a letter or report to give an opinion or comment on Housing or Benefits.

The Data Protection Act 1998, states that requests should be dealt with within 40 calendar days. As a health care provider, **Outlook South West will aim to complete all requests within 21 calendar days.** This target deadline to complete the request will commence once ID, consent and fees have been received.

Copies of your ID, your completed Access to Personal Data form (or request in writing) and your payment should be forwarded to our Subject Access Request administration team via:

POSTAL ADDRESS SARs, Outlook South West, 2D Restormel Estate, Lostwithiel PL22 0HG
EMAIL ADDRESS SARS@outlooksw.co.uk **FAX** 01208 871907

We will be able to process your request once copies of your ID, your completed Access to Personal Data form (or request in writing) and your payment have been received.

If you have any queries, or would like further information on how to view your record at our premises, please do not hesitate to email us at SARS@outlooksw.co.uk or call us on 01208 871414 and we will be happy to help.