

# Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

## We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

## Comments, suggestions and complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org).

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

The Prince & Princess of Wales Hospice,  
71 Carlton Place, Glasgow G5 9TD

Tel: 0141 429 5599 Fax: 0141 429 2566  
Email: [info@ppwh.org.uk](mailto:info@ppwh.org.uk) | [www.ppwh.org.uk](http://www.ppwh.org.uk)  
Registered Scottish Charity: No. SCO12372



The Prince & Princess  
of Wales Hospice

# How to apply for your medical records



# How to Apply for Access to Your Health Records

## Information for patients, families and carers

### Who is this leaflet for?

This leaflet is for people who use the hospice's services. This leaflet explains how you can see your health records held by the hospice there is similar information available if you wish to apply to see NHS records from NHS Scotland.

### What is this leaflet about?

It tells you:

- what your health records are
- how to apply to see your health records who can apply, and
- what to do if you're unhappy about your application to see your health records.

### What are my health records?

They are records that include information about your health and any care or treatment you've received. This could be, for example, test and scan results, x-rays or letters to and from hospice staff.

### Why should I look at my health records?

You may want to know more about treatment you have had or to check that your information is correct. It's your choice whether to look at them and there may be a charge to do this.

### How and where are my health records kept?

Your records can be written on paper, held on computer or both.

Your records may only be kept for a certain period of time, after which they can be destroyed. The hospice has guidelines about how long it should keep health records. If you would like more information about this, ask to speak to the Director of Clinical Services.

It's important that your records are kept up to date. You should let the hospice know when your personal information changes (for example, your address or phone number), or if you are going to be out of the UK for a long time.

### How do I ask to see my health records?

You can see your records and, if you wish, you can get a copy. You don't have to see or get a copy of all your records – you can ask for parts of them. You may have to give information to help identify what you want to see. If you ask a member of the hospice staff providing your care, they may show you your records or ask you to come back to do this. However, staff don't have to show you your records unless you ask in writing. To ask in writing, send a letter to the Director of Clinical Services here at the hospice.

In the letter you should say if you want to:

- just see your records or also have a copy get all or just part of your records.
- You should say if you would like your records to be given to you in a format that meets your needs. This will be done wherever possible.
- You don't need to give a reason for wanting to see your health records.

### Who can request to see a copy of my health record?

You can usually apply if you're able to understand what is involved in asking to see your records. Someone else can apply to see your records if you are an adult and:

- you agree to this, or
- you can't make decisions for yourself or can't tell others your decisions. In this case, someone who has a welfare power of attorney or a welfare guardianship order can ask to see your records.

- If you are a child:
- someone who has parental responsibility for you can apply to see your records, but usually only if you agree to this If you don't understand what is involved, your parent, guardian, or main carer can apply to see your records.

### If I ask to see my health record what will I see?

If you look at your records at the hospice, someone will probably be with you while you do this. You may see a paper file, a computer printout or a photocopy. If you ask for a copy, you may get a computer printout or a photocopy. The hospice staff will explain any words you don't understand. Some information on your records may be kept from you.

For example, you won't be able to see information that could:

- cause serious harm to your physical or mental health, or someone else's
- identify another person (except the hospice staff who have treated you), unless that person gives permission.

Hospice staff do not have to tell you if information has been kept from you. If you think information has been kept from you and you're unhappy about this, see

### "What if I'm unhappy about my application to see my health records?"

When someone else is allowed to see your records, that person will not usually receive information that you have told the hospice staff you don't want them to have.

## How much will it cost?

If your health records have been added to in the last 40 days, you will not have to pay just to look at them. If they have not been added to in the last 40 days, you will have to pay up to £10 just to look at them. You will have to pay if you want to get a copy of all or part of your health records.

The cost depends on where your health records are held (on computer, on paper, or both). It also depends on how much information there is and whether documents such as x-rays have to be copied.

- If your health records are held on computer, you will have to pay up to £10 for a copy.
- If your health records are held on paper, you will have to pay up to £50 for a copy.
- If your health records are held on computer and on paper, you will have to pay up to £50 for a copy.

After you make a request to see your health records, we will always let you know what the cost will be, so you can decide whether you want to pay.

## After I have applied, how long will it take to get my health record?

After you give the hospice staff enough information to identify you and your records, and pay any fee, you will get the information within 40 days.

## What if I think information in my health record is incorrect?

If you think information in your records is incorrect, first talk to a member of the hospice staff providing your care. What happens next depends on whether or not the hospice staff decide the information is incorrect. If they decide the information is incorrect, they will put a line through it so that people can still read it but can see that it has been corrected.

They will also attach a note to your records explaining why this has been done. If they decide the information is correct, they will not change it. However, you can choose to have a note attached to your records explaining why you think the information is incorrect.

Usually, information can't be removed from your records unless a court orders it. The hospice staff need your full records to understand earlier decisions that were made about your care and treatment.

## Can I see the healthcare records of someone who has died?

The law allows you to see records made after 1 November 1991.

However, records are usually only kept for three years after death. You can only see that person's records if you are their personal representative, administrator or executor. If you have a claim as a result of that person's death, you can only see information that is relevant to the claim.

You may be asked for proof of your identity, and of your relationship to the person who has died. You won't be able to see information that could:

- cause serious harm to your physical or mental health, or anyone else's
- identify another person (except members of hospice staff who have treated the patient), unless that person gives their permission.

You won't be able to see the records of someone who made it clear that they didn't want other people to see their records after their death.

## What if I am unhappy about my application to see my health records?

Ask to speak to the Director of Clinical Services at the hospice. They will speak with you about your application and the decision made in relation to your application. If you are still unhappy, you can make a complaint, and details on how to do this are at the end of this leaflet.

## Suggestions and Comments

Our Team at The Prince & Princes of Wales Hospice is committed to providing a quality service. Your views on our care and support are important and can help us achieve continuous improvement and development. If you have any suggestions about how the Hospice services can be improved, there is a suggestion box outside the visitor lift in the ground floor reception area. Confidentiality will be maintained and the box is emptied weekly. All suggestions will receive a written reply within 10 working days.

## Complaints

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within 2 working days. If you have any complaints please speak to the nurse in charge.

If your complaint cannot be resolved immediately it will be passed to a senior member of the management team. All patients, carers and visitors have the option of discussing concerns with: Director of Clinical Services, Tel: 0141 429 5599 Or write directly to: Chief Executive, The Prince & Princess of Wales Hospice, 71 Carlton Place, Glasgow, G5 9TD.

The clear aim is to resolve all complaints within 28 working days and to provide you with a full explanation of the outcome. Should you feel that your complaint has not been resolved satisfactorily by the Hospice, you may contact Healthcare Improvement Scotland to make a complaint or for advice as follows:

Christine Hill Healthcare Improvement Scotland Gyle Improvement Scotland, Gyle Square, 1 South Gyle Crescent, Edinburgh, EH2 9EB  
T. 0131 623 4319  
Email. Christine.hill2@nhs.net