



SUBJECT ACCESS REQUESTS 2021

All patients and staff are allowed access to their healthcare and personnel information:

PROCEDURE

When receiving a data request any frontline member of staff must do the following:

- If the request is verbal, and the patient has access to email, please hand the patient an information card and explain that they must email the address stating their name, DOB, and home address.
- If the request is verbal, and the patient does not have access to email, they will need to fill in a paper consent form before they are given any form of personal data.
- When a patient requests a paper copy of their report please advise them to wait in reception/corridor for their report to be brought down to them. Then once the report has been completed by the sonographer management must be called so that they can verify the report has been filled correctly. They will bring down an SAR form for them to fill in and once completed they can be given their report.

The designated manager must:

- (If the patient does not have access to email) Print a copy of the report and pass to the requesting patient (data subject) checking their ID.
- If requested via e-mail the patient needs to state: Name, DOB, and Home address and verify that they are happy to have the information sent to a non-secure e-mail address. Verify the details and then send the information to the patient.
- If the requesting person is proxy for a patient due to lack of capacity – legal documents need to be supplied citing them as having power of attorney to request information. This should be discussed with clinician – who has met the patient (GP/Sonographer) regarding patients' mental capacity.
- All patient data pooled from paper and digital archives to be compiled in paper/digital document – depending on the request.
- Subject to identification confirmation patient is supplied with data requested and confirms receipt.

- All subject access requests are filed appropriately by HEM Clinical Ultrasound Service limited the following supporting evidence needs to be documented on the patient profile and SAR spreadsheet:
 - Copy of written request for data access.
 - Confirmation of patient receipt.
 - Copy or details of data supplied.
 - Short written statement from Clinic Manager/Director to state the appropriate procedure was followed regarding the data request and was received by the patient within the correct timeframe, and patient was deemed to have capacity to receive the information without detrimental effect to their wellbeing.