

# Making a Difference

## Improving how people access their medical records

Accessing your personal medical records is free. Healthcare professionals/organisations are legally required to allow you to see them.

Patients told us they were worried about requesting their medical records from our local hospitals and struggled to know how to answer some of the questions being asked.



We wanted to support our hospitals to bring such barriers down



and give people more confidence in asking for their records.

We carried out [work](#) to see how hospitals detailed the process for requesting medical records on their websites and made some recommendations to make this easier.



We've now confirmed what has changed

We asked **Queen Victoria NHS Foundation Trust** and **Sussex Partnership NHS Foundation Trust** to look at their information to make it easier for people to obtain their medical records without delay, as we'd struggled to find the information ourselves.



There are now new and easy to follow webpages for [Queen Victoria Hospital's](#) and [Sussex Partnership](#) patients about access to records.

We asked **Western Sussex Hospitals NHS Foundation Trust** to look at their *Subject Access Form* to make it easy to use and compliant with the Accessible Information Standard.



There is now a revised and shortened [Subject Access Form](#), that is in line with the Accessible Information Standard, on [Western Sussex Hospitals NHS Foundation Trust's website](#).



Changes have been made across **West Sussex hospitals** so that:

	Western Sussex	Sussex Partnership	Sussex Community	Brighton & Sussex	Queen Victoria	Surrey & Sussex
People know what proof of identity information is needed						
People know when they can expect to receive their records						
Processes are easy to follow and as timely as possible						
Forms no longer ask people to state if they are getting records for legal reasons						
Leaflets/forms are in Word and PDF formats to be more accessible to all.						



Now we've confirmed the outcomes, our next step is to ask people, between July and September 2019, if they feel confident in asking for their records and if they have/had any issues in doing this.