

Requesting your information

Information for patients, service users, carers
and staff

Key points

You can request information held about


You will need to provide proof of ID

This service is free

Certain information is exempt

Requests can take up to 30 days to process

Requests and queries are to be made to the Information Governance Team

 Information Governance Team

Solent NHS Trust
Highpoint Venue
Southampton
SO19 8BE

Email:

InformationGovernanceTeam@Solent.nhs.uk

Tel: 0300 123 3919

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an interpreter or a version in

large
print


or



or



please contact Access to Communication

 0300 123 3267

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Under the General Data Protection Regulations (GDPR) 2016, you have a right to see the information we hold about you, both on paper or electronic.

If you would like to access your information all you need to do is put your request in writing (this can be via post or email), to the Information Governance Team, who will process your request. You will need to provide two forms of identification, so that we can satisfy ourselves that you are the correct person to be making the request, as we need to ensure that we do not release information to someone unauthorised to access your information. Identification required is;

- Proof of address e.g. utility bill, bank statement, etc...
- Proof of identity e.g. birth certificate, passport, license, etc...
- If you are making a request on behalf of someone else you will also need to provide proof of entitlement e.g. parental responsibility, power of attorney over health, etc...

Once the Information Governance Team has received your request and proof of identification, they will process your request, ensuring all information requested and held is obtained. These records will then be reviewed, as there are certain exemptions to the release of information that would be redacted, such as;

- Information provided about you by someone else if they haven't given permission for you to see it
- Information that relates to criminal offences
- Information that is being used to detect or prevent crime
- Information that could cause physical or mental harm to you or someone else

Once the information has been reviewed this will be sent to a relevant professional for sign off, prior to release e.g. patient records will be sent to a healthcare professional, staff information will be sent to Human Resources, etc..

For further information or queries please contact the Information Governance Team