

Our Process

We have **40 calendar days** from receipt of a **fully completed** application to get the records to you. You will receive an acknowledgement e-mail or letter to notify you when this process has begun.

The records are requested from the All Wales Archive, we do not hold the physical record within our office.

You will be provided with copies of the record via secured e-mail or recorded special delivery.

This process allows you to access deceased patient GP records, if you require hospital records you will need to contact the hospital directly.

Please note that we only store records for patients who were registered in Wales upon their time of death.

As we are not medically trained, we are unable to extract specific medical information from a record. We can select a partial or full record for you which can be specified in your application.



Please send your completed application & accompanying copies of documents to;

Health Record Requests Department NWSSP

**Cwmbran House
Mamhilad Park Estate
Pontypool
NP4 0XS**

Nwssp-primarycareservices@wales.nhs.uk

FAO HRR Department

01495 300730



Mae'r Gwasanaethau Gofal Sylfaenol yn is-adran o fewn Partneriaeth Cydwasaethau GIG Cymru

Mae Gwasanaethau Gofal Sylfaenol a Phartneriaeth Cydwasaethau GIG Cymru yn croesawu gohebiaeth yn y Gymraeg a Saesneg.

Primary Care Services is a division of the NHS Wales Shared Services Partnership

Primary Care Services and NHS Wales Shared Services Partnership welcome correspondence in Welsh and English.



Access to a Deceased Patient's Health Record Information Leaflet

**Rules under current
Data Protection and Health Record
Legislation**



Identification

We require copies of the following documents as part of your application;

- √ One form of photographic personal identification - e.g.) *Current and valid passport, Current and valid photo driver's license*

If you are requesting records for a deceased family member you will need to provide proof of relationship and proof of any name changes as part of your application – e.g.) *Marriage Certificates, Birth Certificates.*

If you are unable to provide proof of ID in any of the above formats please provide the below.

- √ One form of non-photographic personal identification - e.g.) *Birth certificate, Paper style driver's license etc.*

AND

- √ One document confirming your current address - e.g.) *Utility bill or bank statement issued within the last 6 months to confirm your address*

AND

- √ A passport sized photo, endorsed on the back with the signature of a 'person of standing' - e.g.) *Magistrate, Medical Practitioner, Officer of the armed forces, Teacher, Lawyer, Civil Servant.*

Information provided to NWSSP is treated in strict confidence and is stored securely & safely at all times.

Deceased Patient Details

If you are the executor/administrator or the personal representative of a deceased patient you will need to provide documentary evidence of this – e.g.) *Grant of Probate, Letter of Administration, Certified Copy of the Last Will & Testament*

We cannot process your application until we have received the relevant documentation confirming your relationship and/or identity. The Health Records Request team will consider each application on merit and will provide the information required where possible.

Solicitors Requests

Solicitors acting on behalf of a client/next of kin are entitled to request the deceased patients medical record if they can provide signed and dated consent – the consent must be dated within the last 12 months.

These requests can take up to **40 calendar days** and will be sent via secure mail to the e-mail address provided by the solicitors firm



The electronic version of the record you have requested will be available on our systems for a maximum of **90 calendar days** after the process is complete. Should you require this record again after this time, you will need to submit a new request, which can take up to 40 calendar days to process.

All information held within our archived records is what will be sent to you, some of which may be harmful or upsetting to read.

If you would like any additional information, please do not hesitate to contact us using the contact information within this leaflet.

