



GGC - ACCESS SERVICES

Frequently Asked Questions (FAQ's)

Is there a fee for submitting a Subject Access Request?

No. However, the Health Board can charge a 'reasonable fee' when the request is deemed 'manifestly unfounded or excessive' or if it is repetitive. Fees will be based on the administrative costs of providing the information.

How long does the Health Board have to disclose?

The Health Board must respond to your request within 1 calendar month (unless advised otherwise by court order).

An extension may be required if additional information is needed, or if the request is 'manifestly unfounded or excessive'. The Health Board may need extra time to consider your request and this can take up to an extra 60 days for a response. If this is the case the Health Board will inform you within 1 calendar month and explain why the extension is necessary.

Will I always receive everything I asked for?

Not always. The amount of information you receive depends on the circumstances of the request. You may receive only part of the information you have requested, or none at all. In such cases, the Health Board will inform you within one month and explain the reason.

Will I need to provide identification?

Identification checks are required by the Health Board for security. This is to protect personal data from unauthorised access.

Can I request my GP records from you?

No, to request your GP records please contact your GP practice directly. To request records from a previous GP, please contact Practitioner Services directly.

Can I request my vaccination records from you?

No, to request your vaccination records please contact your GP practice directly.

Will you know what my blood group is?

We will only hold this information if you have had a blood transfusion in a hospital within Greater Glasgow and Clyde. If not, you can book a blood test at your GP practice to confirm this.

Can I request my health records for other hospitals?

No, we can only disclose health records from any attendances within Greater Glasgow and Clyde. You'll need to contact other Health Boards directly. Please see link to other Health Board contact information on our welcome page.

Can I apply for access to my child's health records?

Yes, you can apply to access the records of your child if they are under the age of 12 years. Children of 12 years and over can request their own records or they can give consent for their parents to do so.

We will need you to provide proof of parental responsibility in order to disclose health records to you.

Can I request records of somebody who has died?

The Access to Health Records Act, 1990 gives certain people a right to see the health records of somebody who has died. These people are defined under section 3(1)(f) of that Act as:

1. The patient's personal representative. This will be the executor or administrator of the deceased person's estate.
2. Any person who may have a claim arising out of the patient's death.

Can I request records on behalf of someone else?

Yes, however, you will need to provide documentation allowing you access. This can be in the form of a consent form, Power of Attorney, Guardianship Order, etc.

Can I request radiology images through the portal?

Yes, you can request radiology images through the portal.

How will I view my radiology images?

Once processed by Image Copying Service, you will be able to view the images via Image Exchange Portal. You will be sent access to this portal via email link. A two-factor authentication is required for all users therefore a code to access the link will be sent to an alternative email address or mobile number you have provided.

Can you send my records to a third party?

No. We can only disclose health records to the original requester.

How will I receive my health records?

We will disclose your health records via the SAR Portal meaning they will be fully electronic and downloadable.

Once my request is complete, how do I download my records?

Once your request has been completed, we will disclose it via the SAR Portal. You will receive a message to the email address used asking you to log in to the SAR Portal. You will then be able to download the records.

Who can I contact if I have any questions?

If you have any questions, you can contact the Subject Access Request Team for NHS Greater Glasgow and Clyde via email at ggc.sarteam@nhs.scot

Alternatively, you can call us on 0141 211 3855.

Our opening times are 08:30 to 16:30, Monday to Friday, excluding bank holidays.