



TVS LHCR FAQs

Subject Access Requests – How can I access the information held in my record?

You have a right to request information that is held about you.

The Thames Valley & Surrey Care Record is a collection of information from organisations across the TVS area that provide you with care services. (Please note it is not all the information held on you by each organisation that has cared for you, as each organisation involved in your care keeps their specific records locally.)

To access records of your care, you must contact the organisation(s) directly that have been or are currently providing your care, as they will have the full record of the care they have provided to you e.g. GP practice, local hospital or social services. This is called a Subject Access Request (SAR).

These organisations can also arrange for your Thames Valley & Surrey Care Record to be provided to you. It would be very helpful if you could clearly ask for this when asking them for your care records. If it is not clear what you are requesting, you may be asked to provide clarity and it might delay information being provided to you.

If you decide to make requests to more than one organisation for the care records they hold locally and you also want your Thames Valley & Surrey Care Record, you only need to ask one organisation.

You will need to provide proof of your identity when requested.

TVS can provide advice on making a Subject Access Request. Please email fhft.thamesvalleysurreycarerecords@nhs.net