

Remember

You **cannot** make a Freedom of Information request for your personal data.

Speak to your practice about making a Subject Access Request for your personal data

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HowbeckHealthcare
Primary Care GDPR and DPO services

Freedom of Information requests

How to make a Freedom of Information request and the practice's obligations





How to make a Freedom of Information (FOI) request

Anyone can make an FOI. You do not have to be a patient of the practice. Before you consider making an FOI, check that the information you wish to receive is not already available in the public domain, including the practice's own website.

What should you include in an FOI request?

If you follow these three rules, you will increase your chances of receiving the requested information:

- Your real name – the practice may reject your request if they cannot confirm your identity.

- Contact details – include either your postal or email address so the practice can send you the information.
- Provide a clear and precise description of the information – generalised requests risk being rejected as it would cost too much to produce.

What you cannot ask for in an FOI

You cannot ask the practice to release your personal data under an FOI. If you wish to have a copy of your medical records, contact the practice and ask to make a Subject Access Request.

What your practice must do

Your FOI request will be reviewed by a senior member of the practice. They will either:

- arrange for the information to be gathered and supplied to you
- contact you to discuss focusing your request
- write to you to explain why your request has been refused
- redirect you to the organisation who has the information.

- Inform you that the practice needs more time due to the nature of the request.

Whatever decision is made, the practice will contact you within 20 working days.

How to make a complaint

If you are not happy with the decision of the practice, contact the Practice Manager and request an internal review in the first instance.

If you remain unsatisfied with the decision made by the practice and the subsequent internal review, you can complain to the Information Commissioner's Office at www.ico.org.uk.

Contact Us

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