

Access to Health Records Team
Information Governance Department
Larch House
Frimley Park Hospital
Portsmouth Road
Frimley
Surrey
GU16 7UJ
Tel: 01276 522 427/570

Dear

Our Reference: DPA/19/XXXX

Your request has now been completed. As previously advised, you will be able to gain access to the information you have requested via the AMS link which will be sent to your email address shortly.

Instructions on how to use the AMS system have been provided on the following pages.

Should you have any queries relating to the information provided, please contact the department on the telephone number below.

Please **download/save the information** you have requested as access to the system will expire after 60 days.

Yours sincerely,

Access to Health Records Team
Information Governance Department

Information on how the Trust processes your information has been provided below:

- (a) **The purposes of the processing**; we are a NHS organisation and confirm that we have a valid lawful basis to process personal data for the management of individuals care and treatment.
- (b) **The categories of personal data**; we process both personal data and special category data of individuals who attend the Trust for care and treatment,
- (c) **The recipients or categories of recipient to whom your personal data have been or will be disclosed**; the Trust only discloses information to other NHS Organisations for the continuation of your care e.g. your GP, another NHS Trust where you are or have been referred for care and treatment.
- (d) **Retention period of your personal data**; storage / retention of individual medical records are held is in line with the Trust's Clinical Records Policy.
- (e) **The existence of the right to request from you access to and rectification or erasure of personal data or restriction of processing of personal data concerning me or to object to such processing**; the Trust is aware of individuals rights under GDPR and Data Protection Act 2018 and are detailed in our Privacy Notice, or in our Data Protection and Confidentiality Policy.
- (f) **the right to lodge a complaint with a supervisory authority**; The Trust understands and acknowledges an individual's right to lodge a complaint with supervisory authority, their contacts details can be found at: www.ico.org.uk

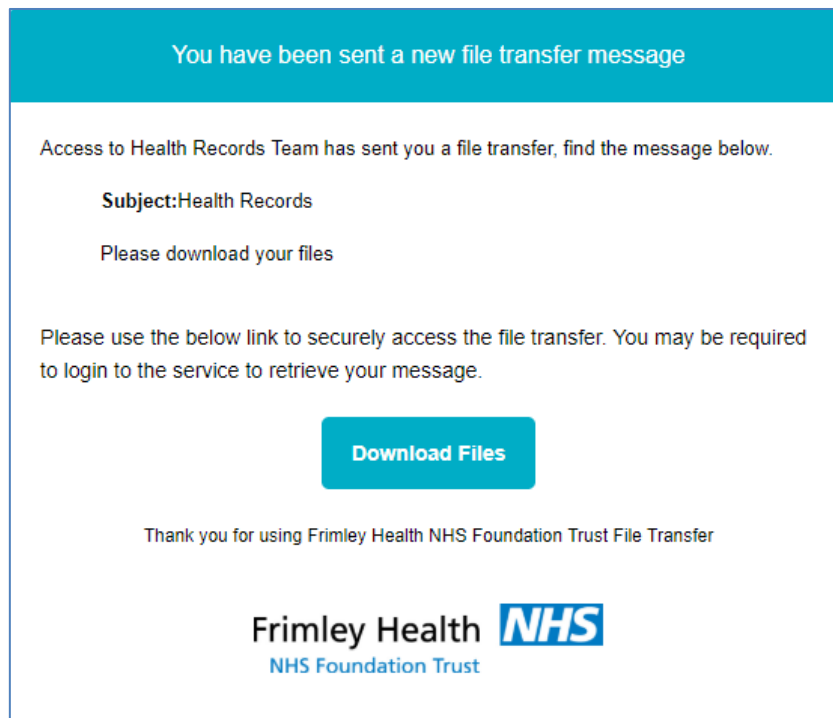
The Trust's Privacy Notice which provides more details on how your information is processed, can be found at: <https://www.fhft.nhs.uk/your-visit/privacy-policy-how-we-use-your-information/patient-information/>

GUIDE ON HOW TO ACCESS YOUR INFORMATION

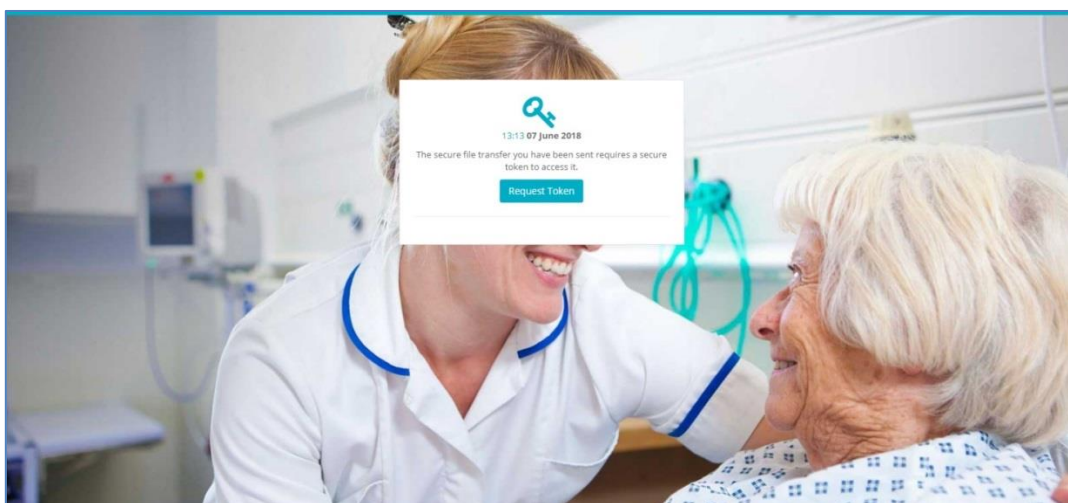
Once the Trust has processed your request, you will be sent an email notification similar to the one below, which provides you with secure access to your information.

The email will be from MFT@ams-mft.com
If you have not received the email, please check your Junk Folder.

Within the email, click on the **Download Files** button:



Once you have clicked the **Download Files** button, a secure website will open:



You will be prompted to **Request Token** to access your files:

The Trust handles your personal and health information to the purposes of delivering healthcare. More detailed information on how we use, share, store and retain your information as well as your rights can be found within the Trust's website.



13:13 07 June 2018

The secure file transfer you have been sent requires a secure token to access it.

[Request Token](#)

A second email notification will be sent to your original email address containing your **Secure Token**. The token is valid for 1 day, before it automatically expires¹.

You have requested an access token to view a secure file transfer

Please copy the token code below into the portal's token access box to retrieve the file transfer.

854173e4-84f4-42a6-9098-efa7c75062f4

This access token will expire at 07/06/2018 13:39:47.

Thank you for using Frimley Health NHS Foundation Trust File Transfer

Frimley Health 
NHS Foundation Trust

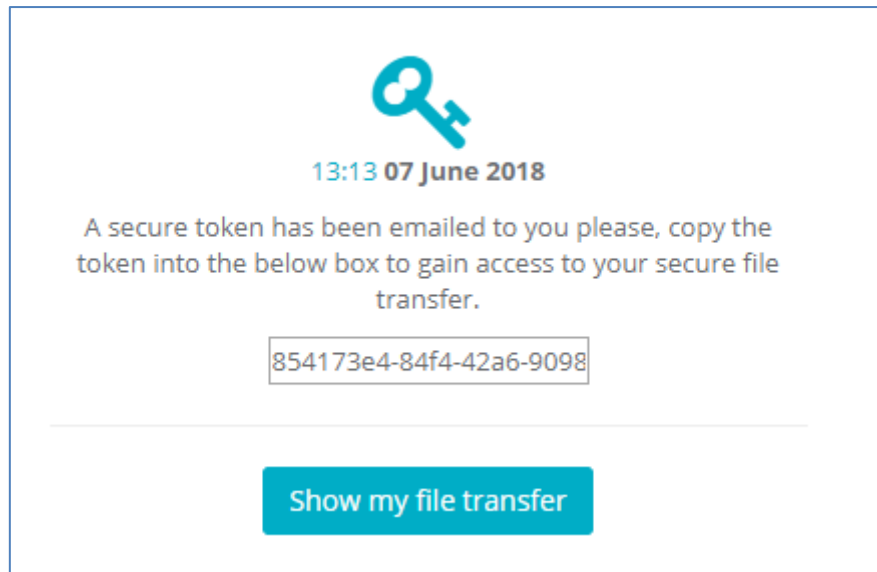
Copy the token into your clipboard; **Right Click** → **Copy** or **Ctrl +C** to copy the token:

854173e4-84f4-42a6-9098-efa7c

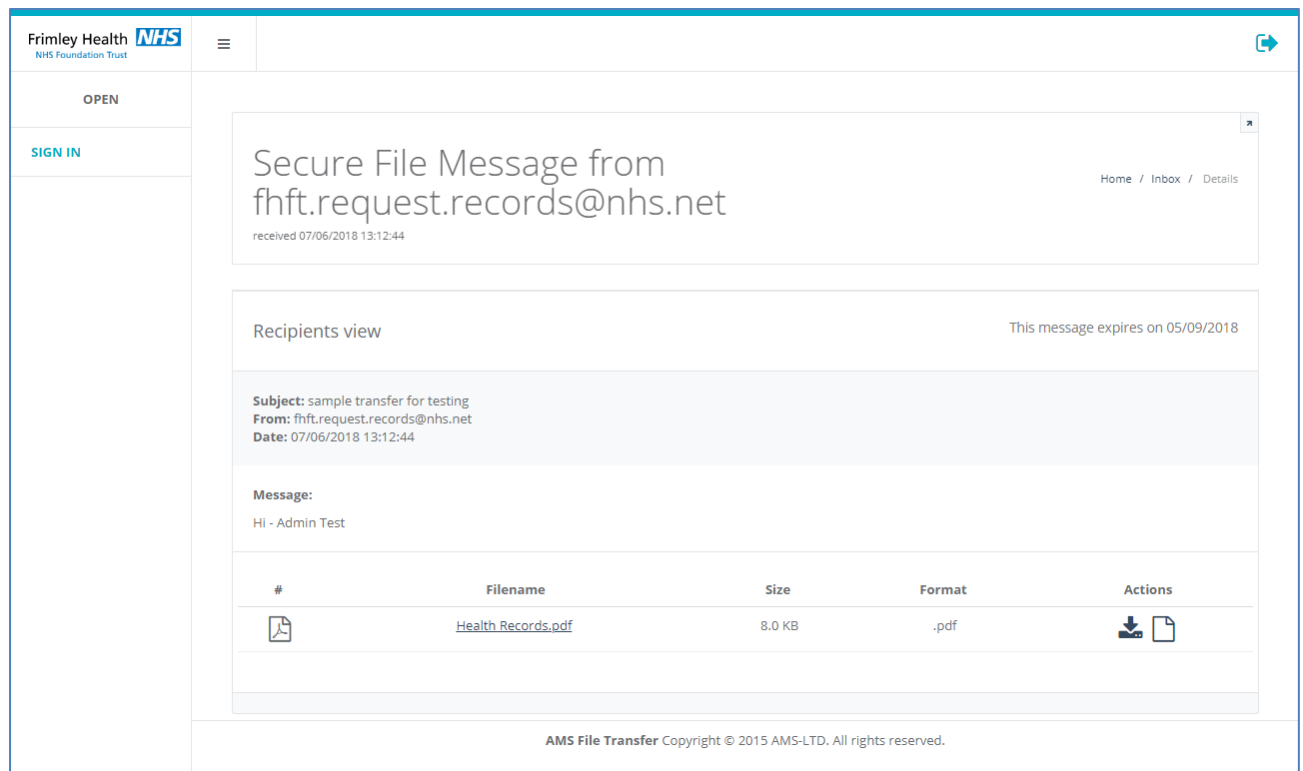
Paste the token into the field box on the secure website; **Right Click** → **Paste** or **Ctrl +V** and click **Show my file transfer**:

¹If your token has expired, you must request a new token by going back to the original email and clicking download files, which will then take you to the request a token.



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You now have access to your requested Health Records:



VIEWING OR DOWNLOADING YOUR HEALTH RECORDS

You can either download your Health Records by clicking on the **Download** button  or view them inline by clicking on the **View** button .




Note: We would suggest that you download/save the records, as access via this source will expire after 90 days.

The Trust handles your personal and health information to the purposes of delivering healthcare. More detailed information on how we use, share, store and retain your information as well as your rights can be found within the Trust's website.

Recipients view This message expires on 05/09/2018

Subject: sample transfer for testing
From: fhft.request.records@nhs.net
Date: 07/06/2018 13:12:44

Message:
 Hi - Admin Test

#	Filename	Size	Format	Actions
	Health Records.pdf	8.0 KB	.pdf	 

DOWNLOAD

Once you click on the **Download** button & depending on your web browser, you will either be prompted to save the file to your preferred location on your computer or the system will automatically download the file locally onto your computer to a default folder. If the file is downloaded to a default folder, this could be in your 'Downloads' folder, for example: 'C:\Users\username\Downloads'

VIEW

Once you click on the **View** button, it will load your file in the inline document viewer. As well as viewing your records, you can also use the tools available to print & download your file:

TECHNICAL HELP AND ASSISTANCE

The secure system which you are using to access your records is managed by a third party company. Therefore if you have any technical issues with the website, please contact:

BY POST: AMS File transfer
6 St Stephen's Court
15-17 St Stephen's Road
Bournemouth
BH2 6LA

WEB: www.ams-mft.com
SUPPORT: support@ams-ltd.com
TEL: +44 (0) 1202 652070
FAX: +44 (0) 1202 652071