

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES  
BY DEPUTY M.R. HIGGINS OF ST. HELIER  
QUESTION SUBMITTED ON MONDAY 12th APRIL 2021  
ANSWER TO BE TABLED ON MONDAY 19th APRIL 2021**

**Question**

Will the Minister advise members, with regard to patients seeking copies of their medical and other records, what timescales are determined as acceptable for providing such records; and what mechanisms, if any, are available to patients if these timescales are not met?

**Answer**

The timescale as defined in the Data Protection (Jersey) Law 2018 for Subject Access Requests (SARs) is within 4 weeks of receipt of the request. The period of 4 weeks may be extended by a further 8 weeks where necessary, taking into account the complexity and number of requests.

A SAR begins at the point the data controller has sufficient information to validate the request.

In the event the timescale is not met, patients can lodge a complaint directly with the departmental SAR point of contact. Patients are also entitled to lodge a complaint with the Jersey Office of the Information Commissioner (JOIC).