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**Re: Patient Records - Your Ref: 100288 - Patient Mrs SK 180973 - Email 1 of 10**

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**From** evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>  
**Date** Wed 2026-05-20 11:39 AM  
**To** aa.Clinical\_Practice\_GirvanDrMcMaster&Ptnrs\_80274  
<Clinical\_Practice\_GirvanDrMcMasterPtnrs\_80274@aapct.scot.nhs.uk>

Good morning,

Thank you very much for your previous email. We confirm receipt of the medical records we requested.

We appreciate the effort it has taken to provide us with the patients' medical records via email.

Please could you kindly provide us with the encryption password on a separate email chain.

If you need anything else you may need, don't hesitate to contact us.

We look forward to hearing from you in due course.

Kind regards,

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**From:** Aileen Fairbairn (AA Drs McMaster, Brooksbank & McKelvey) <Aileen.Fairbairn@aapct.scot.nhs.uk> on behalf of aa.Clinical\_Practice\_GirvanDrMcMaster&Ptnrs\_80274 <Clinical\_Practice\_GirvanDrMcMasterPtnrs\_80274@aapct.scot.nhs.uk>  
**Sent:** 18 May 2026 1:47 PM  
**To:** 'evidence@mmalegal.co.uk' <evidence@mmalegal.co.uk>  
**Subject:** Patient Records - Your Ref: 100288 - Patient Mrs SK 180973 - Email 1 of 10

Dear Sir/Madam Patient

Please find attached a copy of medical records as requested. There are 16 files in total. Due to the restriction on the size of attachments that can be sent, the records will be sent over 10 emails.

The files are encrypted using 7-zip software (this is a free download if you do not already use). Please confirm receipt of the 10 emails. Once you have confirmed receipt, we will forward on the encryption password.

We would like it noted that our Practice has not refused your request for providing copies of this patient's medical records, and we do not appreciate your threat of making a formal complaint against the Practice with the ICO due to us disrupting your client's claim.

We merely followed our Practice procedure of asking for the BMA consent form to be completed. To ensure our Practice's adherence to GDPR and our responsibility as the Data Controller of our patients' data for the purpose of Subject Access Requests, we adopted the UK recognised BMA/Law Society consent form as standard practice. This was done because while not a legal requirement, the BMA/Law Society form provides patients with clear, written consent for the release of their sensitive health records, while still meeting the GDPR and Data

Protection Act 2018 requirements. The form also assists in ensuring that we, the Practice, have all the relevant information required to process SAR requests promptly.

Following receipt of your email on / /2026, and due to the concerns with the request which we have detailed below, we contacted our Medical Defence Team who confirmed that as the Data Controller, we must ensure our patient's data is protected and that we must be satisfied that the request is genuine.

Concerns Re SAR request:

- The ID Pictures in the two forms of photographic identification you provided do not appear to match, despite them being dated only a few months apart;
- Our patient is referred to as "Mr" in your form, when they are on our clinical system as female;
- We note that it states on the form you provided that the signatures were verified electronic signatures, but we do not know who verified them and these two signatures do not appear to match those shown on either the Passport or the Driving Licence. The electronic signatures also looked as if they had been copied and pasted.

We therefore contacted our patient on 07/05/2026 who has kindly confirmed the SAR request.

We are therefore fulfilling the SAR request requirements by providing you with our patient's full medical records within the designated timeframe and this concludes our business.

Your Sincerely

Drs McMaster, Brooksbank & McKelvey

Girvan Riverside Medical Practice  
The Health Centre  
Girvan Community Hospital  
Girvan  
KA26 9HQ

Practice Tel: 01465 713343

Direct Dial: 01465 716422

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