

NHS Greater Glasgow and Clyde

Date 21/04/2026

Health Records Manager
Nhs Greater Glasgow And Clyde
Admin Building Level 2
G120XH

Ref: 100081

Subject: Data Subject Access Request – Hospital / NHS Trust Records

Client Name: Ms Isabel Mccracken
Client Reference: 100081
Client Address: 1d, Cumbrae Crescent, Coatbridge, Lanarkshire, ML5 4PX
Date of Birth: 18/08/1978
Also Known As:
Name in Care:
NHS Number (if known):
Previous Addresses (if applicable):

Dear Sir/Madam,

We act on behalf of the above-named individual and submit this request under Article 15 of the UK General Data Protection Regulation and the Data Protection Act 2018.

Scope of Request

We request disclosure of all personal data held in relation to our client across all departments within your organisation.

This includes, but is not limited to:
Accident & Emergency (A&E) records
Inpatient and outpatient records
Admission and discharge summaries
Clinical notes and observations
Safeguarding referrals and alerts
Mental health liaison or crisis team involvement
Diagnostic reports (including scans, imaging, and test results)

Correspondence with GPs, social services, or other agencies
Referral records and outcomes
Any incident or risk-related reports
Any scanned or archived documentation

Multi-Department Search Requirement

Please ensure this request is processed across all relevant departments and services, including any specialist units or legacy systems.

Historical Records

Given the potential historical relevance, please include:
Archived and off-site records
Legacy systems and paper files
Records held under predecessor organisations or merged Trusts

Enclosures

We enclose:
Signed authority
Proof of identity
Should you require any further information to process this request, please advise promptly.

Statutory Timeframe

We expect a response within one calendar month. If an extension is required, please confirm in writing with justification.

Non-Holding of Data

If you do not hold relevant records, please confirm:
Whether the individual attended your Trust
Any known successor or alternative record-holding organisations

Service of Documents

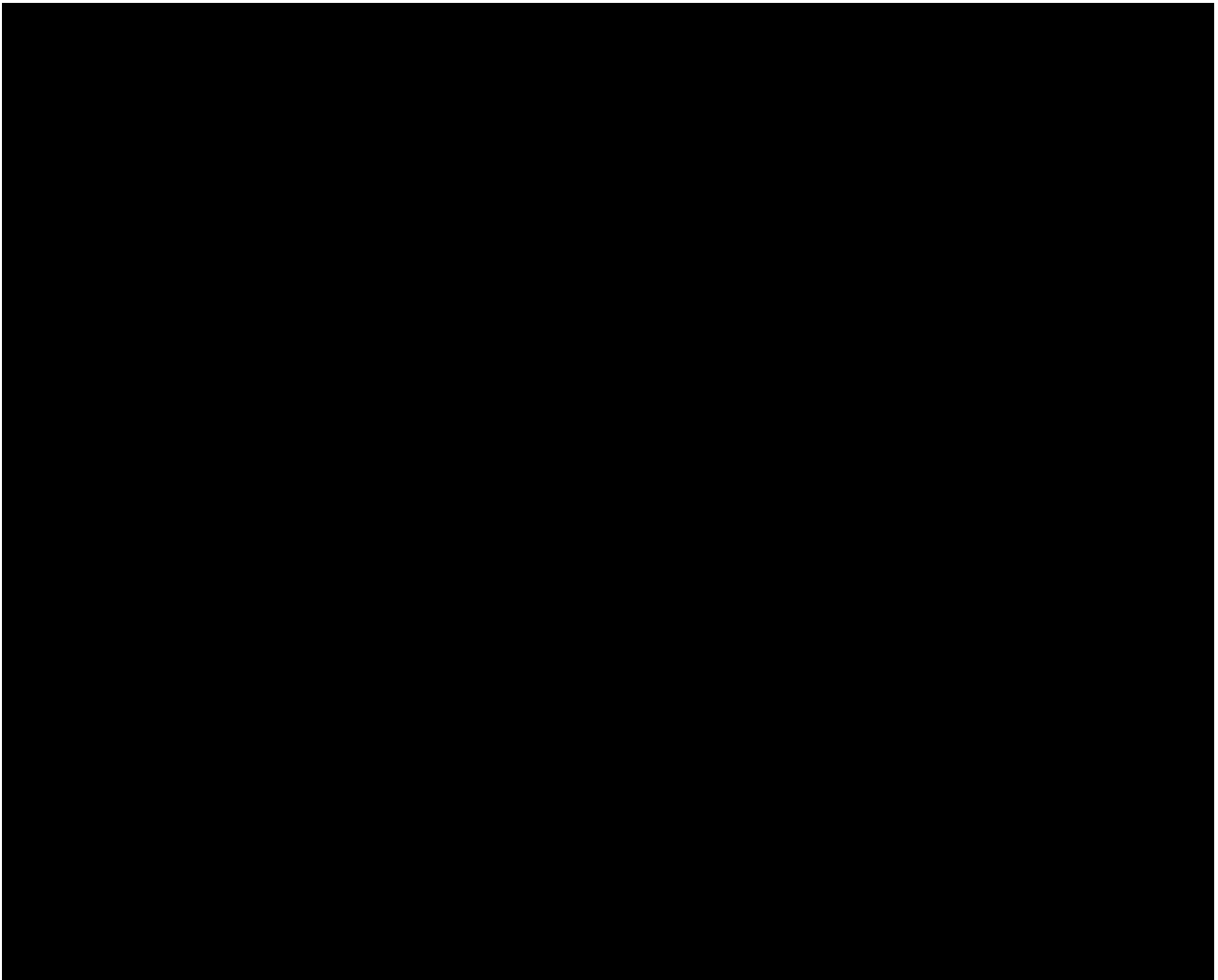
We only accept service of documents via email at evidence@mmalegal.co.uk. Should you for any reason be unable to send documents to the above email, please notify us via the same email imminently.

We thank you for your assistance in this matter.

Yours faithfully,

Investigations Team
MMA Legal
E: evidence@mmalegal.co.uk

T: 0161 563 0816

**DEED OF AUTHORITY & CONSENT**

THIS DEED is made on the date of signature below by (the “Client”)	
Full Name:	Isabel McCracken
Date of Birth:	18/8/1978
Previous Names (if any):	
Current Address:	1d, Cumbrae Crescent Coatbridge Lanarkshire

	ML5 4PX
Previous Addresses (relevant to care placements):	
CHI / NHS Number (if known):	

IN FAVOUR OF (the “Representative”)	
Firm Name:	MMA Legal
Address	43-59 Princes Street, Stockport
Postcode	SK1 1RY
Email	admin@mmalegalsolicitors.com
Telephone Number	0330 341 3679
CHI / NHS Number (if known):	

1. STATUS AND CONSTRUCTION

- 1.1. This Deed is executed as a deed and constitutes valid written authority for the purposes of:
 - 1.1.1. UK GDPR
 - 1.1.2. Data Protection Act 2018
 - 1.1.3. Common law confidentiality
 - 1.1.4. Any related statutory, regulatory or supervisory framework
- 1.2. This Deed shall be interpreted purposively and broadly to give full effect to the Client’s intention that all personal data and Records relating to them be disclosed to the Representative, subject only to lawful statutory restriction.
- 1.3. This Deed is intended to provide clear and comprehensive authority for disclosure of the Client’s personal data.

2. APPOINTMENT

- 2.1. The Client appoints the Representative to act fully on their behalf in connection with:
 - 2.1.1. An application to Redress Scotland;
 - 2.1.2. Any review, reconsideration or appeal;

2.1.3. Evidence gathering and submission;

2.1.4. Any associated advisory, compensatory or restorative process.

2.2. Requests made by the Representative shall be treated as made personally by the Client.

3. SCOPE OF AUTHORITY

3.1. This Authority applies to all public and private bodies including (without limitation):

3.1.1. Local Authorities and Councils

3.1.2. NHS Boards and GP Practices

3.1.3. Health & Social Care Partnerships

3.1.4. Integration Joint Boards

3.1.5. Religious bodies and orders

3.1.6. Residential and foster care providers

3.1.7. Education authorities and schools

3.1.8. Government departments

3.1.9. Archive services

3.1.10. Insurers holding historical liability files

3.1.11. Successor, merged or restructured public bodies

3.2. The Authority applies whether Records are:

3.2.1. Archived, microfiche, digitised or handwritten;

3.2.2. Stored off-site by contractors;

3.2.3. Held by dissolved or reconstituted institutions;

3.2.4. Transferred following statutory reorganisation.

3.3. The Client requests that records not be withheld solely on administrative grounds such as archival storage or institutional restructuring including, for example:

3.3.1. The institution has closed or restructured;

3.3.2. Records are archived or require manual retrieval;

3.3.3. Records are held by insurers or successor bodies;

3.3.4. Retrieval involves time or administrative burden.

4. SPECIAL CATEGORY DATA – EXPLICIT CONSENT

4.1. For the purposes of Article 9 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of all special category data including:

- 4.1.1. Physical and mental health records
- 4.1.2. Psychiatric and psychological reports
- 4.1.3. Therapy and counselling notes
- 4.1.4. CAMHS records
- 4.1.5. Social work and safeguarding files
- 4.1.6. Ethnicity or religious data where recorded

This includes all NHS and private medical providers.

This explicit consent may be withdrawn at any time by written notice.

5. **CRIMINAL OFFENCE DATA – EXPLICIT CONSENT**

5.1. For the purposes of Article 10 UK GDPR and Schedule 1 Data Protection Act 2018, the Client gives explicit consent to disclosure of:

- 5.1.1. Criminal offence data
- 5.1.2. Police investigation material
- 5.1.3. Child protection investigations
- 5.1.4. Statements and intelligence logs
- 5.1.5. Outcome decisions

including records held by:

- 5.1.6. Police Scotland
- 5.1.7. Any predecessor Scottish police force
- 5.1.8. Prosecuting authorities.

6. **THIRD-PARTY DATA AND REDACTION**

- 6.1. The existence of third-party data shall not justify refusal to disclose the Client's personal data.
- 6.2. Where necessary, redaction shall be limited strictly to third-party information.
- 6.3. Mixed data shall be disclosed in redacted form rather than withheld in entirety.

7. **PROPORTIONALITY AND REASONED DECISION-MAKING**

7.1. Any refusal, limitation or redaction must:

- 7.1.1. Identify the specific statutory exemption relied upon;

- 7.1.2. Explain how that exemption applies to the particular Record;
- 7.1.3. Confirm why partial disclosure is not possible;
- 7.1.4. Be communicated in writing.
- 7.2. Blanket refusal without statutory justification may not satisfy statutory obligations under applicable data protection legislation.
- 7.3. Any reliance upon “disproportionate effort” must provide written reasoning demonstrating why staged disclosure or redaction is not feasible.

8. VALIDITY AND FORMAL REQUIREMENTS

- 8.1. This Deed remains valid for 24 months from execution unless withdrawn in writing.
- 8.2. Disclosure shall not be refused because:
 - 8.2.1. An internal template form has not been used;
 - 8.2.2. The Authority is considered “out of date” within internal policy;
 - 8.2.3. Additional consent is sought beyond reasonable identity verification.
- 8.3. Any organisation acting in good faith reliance upon this Deed shall be fully discharged in making disclosure.

9. REGULATORY AND STATUTORY RIGHTS

In the event of non-compliance, refusal, or unreasonable delay in responding to a lawful request made under this Deed, the Client and/or the Representative reserve the right to pursue any statutory or regulatory remedies available under applicable law.

This may include raising concerns with the relevant supervisory authority or regulator where appropriate.


Nothing in this Deed limits the Client’s rights under the UK GDPR, the Data Protection Act 2018, or any other applicable statutory framework.

Withdrawal shall not invalidate disclosures already made in reliance upon this Deed.

EXECUTION AS A DEED

Signed and delivered as a Deed by the Client:

Signature	<i>Isabel McCracken</i>
Print Name	Isabel McCracken
Date	Feb 19 2026 16:53 GMT

Witness	
Name	James Thompson
Address	MMA Legal Stok SK1 1RY
Occupation	File Handler
Signature	<i>James Thompson</i> 
Date	19/02/2026

Certificate of Completion

Summary

Document ID: 4AE803519-S2B5ADGSC4DDK-6KCMEABUVHF1G2MW5DNP5GC6MWH_K

Document name: MMA Claim Form 20% 2

Sent by: James Thompson <james@gmmb.uk>

Organization: MMA Legal Limited

Sent on: Feb 19, 2026 16:52:47 GMT

Completed on: Feb 19, 2026 22:04:19 GMT

Sign order: Sequential

No. of documents: 1

Time zone: Europe/London (GMTZ)

Signers: 2

Receives a copy: 0

Approvers: 0

Witnesses: 0

Recipient reviewers: 0

Recipients



Isabel McCracken

weeizy1978@icloud.com

Signature

Isabel McCracken

Emailed on: Feb 19, 2026 16:52:47 GMT

Viewed on: Feb 19, 2026 16:53:17 GMT

Terms agreed on: Feb 19, 2026 16:53:29 GMT

Signed on: Feb 19, 2026 16:53:41 GMT

Accessed from: 90.207.160.203

Device used: Mobile

Authentication type: None



Matthew Bell

matt.bell@mmalegal.co.uk

Signature

Matthew Bell

Emailed on: Feb 19, 2026 16:53:41 GMT

Viewed on: Feb 19, 2026 22:04:10 GMT

Terms agreed on: Feb 19, 2026 22:04:14 GMT

Signed on: Feb 19, 2026 22:04:19 GMT

Accessed from: 212.54.135.150

Device used: Web

Authentication type: None

Legal Disclosure

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

Please read the following information carefully. By clicking the 'I agree' button, you agree that you have reviewed the following terms and conditions and consent to transact business electronically using Zoho Sign electronic signature system. If you do not agree to these terms, do not click the 'I agree' button.

Electronic documents

Please note that MMA Legal Limited ("we", "us" or "Company") will send all documents electronically to you to the email address that you have given us during the course of the business relationship unless you tell us otherwise in accordance with the procedure explained herein. Once you sign a document electronically, we will send a PDF version of the document to you.

Request for paper copies

You have the right to request paper copies of these documents sent to you electronically from admin@mmalegalsolicitors.co.uk. Alternatively, you also have the ability to download and print these documents sent to you electronically, and re-upload a scanned copy of the printed and physically signed documents. If you, however, wish to request paper copies of these documents sent to you electronically, you can write back to the sender.

Withdrawing your consent

At any point in time during the course of our business relationship, you have the right to withdraw your consent to receive documents in electronic format. If you wish to withdraw your consent, you can decline to sign a document that we have sent to you and send an email to admin@mmalegalsolicitors.co.uk informing us that you wish to receive documents only in paper format. Upon request from you, we will stop sending documents using Zoho Sign electronic signature system.

To advise MMA Legal Limited of your new email address

If you need to change the email address that you use to receive notices and disclosures from us, write to us at admin@mmalegalsolicitors.co.uk

System requirements

Compatible with recent versions of popular browsers such as Chrome, Firefox, Safari, and Edge. Zoho Sign is also available on iOS and Android devices.

6495

6144/PR18/23/01/26/0052114536



Waverley Medical Practice
Coatbridge Health Centre
1 Centre Park Court
Coatbridge
ML5 3AP

01236 422311

24 Jan 2026



Isabel Mccracken
1D CUMBRAE CRESCENT
COATBRIDGE
ML5 4PX



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P13784821/05/4426/1/1

1808785142

Dear Isabel Mccracken

Your cervical screening test - stop cervical cancer before it starts.

You are now due to have your cervical screening (smear) test. Cervical screening saves lives and is the best way to prevent cervical cancer from developing. **Please call the number above to arrange an appointment.**

If you're deciding whether to come or not, extra information on the importance of the test can be found in the enclosed leaflet. There you'll also find out what happens at the appointment and answers to some commonly asked questions.

What is a cervical screening test?

- * The test takes a small sample of cells from the cervix (neck of the womb).
- * The sample is tested for human papillomavirus (HPV), which is the main cause of cervical cancer.
- * HPV is a very common infection which is usually harmless and is cleared by the body itself. However, certain types of HPV can cause cell changes in the cervix which, if left untreated, could lead to cervical cancer.
- * If HPV is found, your sample will also be looked at for cell changes.

See this? We want to see you

If you have unusual discharge, or bleeding after sex, between periods or after the menopause, contact your GP practice. These are not usually caused by cancer but it's important to have them checked.

To find out more

Visit www.nhsinform.scot/cervicalscreening (videos are also available), call NHS inform on 0800 22 44 88 or use webchat www.nhsinform.scot/webchat

The Waverley Medical Practice support the National Screening Programme and we would like to remind you that appointments can be made with our Practice Nurse to have this important test carried out.

Yours sincerely

CATHERINE MCCOLGAN

V01.02_200706

Please and
see Tumbler!
The Greens Steel Family :)
@greenssteel
them please do



Isabella MCCRACKEN
633597 490 4730 3903

Valid to - 09 APR 2028

ITSO 633597 0273 2943 7248

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