Access request received by email — the three ways of doing it

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Document issued on 09/11/2026

Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. The organisation, the files, the people and the figures are invented. **None of the ways of doing it was applied before the client chose.**

The practice's procedure runs the eight-day period **from the request**, and describes a signed request with an identity document. It does not say from what date the period runs when the request arrives incomplete: that is the point that had not yet been defined.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Run the period from the email	The reading most favourable to the patient	A record handed to an unestablished identity	Set aside by the practice

Way of doing it	What it brings	What it costs	Outcome
Run the period from the complete request	Identity established before any release	The patient counts a period that is not running	Set aside by the practice
Acknowledgement the same day, missing document named, starting point written	**Confidentiality protected and the patient knows where they stand**	An acknowledgement to issue the same day	**Recommended, then approved**

How often the case arises

Period	Access requests received by email	Of which without an identity document
Last twelve months	**37**	**22**
Of which the last quarter	11	7

The figure is what turns a one-off decision into a rule: **22 incomplete requests out of 37** are worth an entry in the procedure, and the practice decides it knowing the volume.

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