

St Luke's Medical Practice

40 Chapel Street
Carluke, South Lanarkshire
Scotland
ML84BA

Date 02/06/2026

Ref: 100162

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

Client Name: Mr Andrew Fisher
Client Reference: 100162
Client Address: 5A , Monks Knowe, Lesmahagow, ML11 0BJ
Date of Birth: 12/07/1976
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



Direct Line

CUSTOMER SERVICE
0345 301 2906

POSTAL REGULATORY SERVICES

Mr Andrew Fisher
5a Monks Knowe
Lanark
Lanarkshire
ML11 0BJ



9 April 2026

Dear Mr Fisher

Your Direct Line for Business Policy No: 703118154

We're just getting in touch following our recent letter. Unfortunately, the outstanding payment of £24.30 has not been received.

What To Do Now

Please contact us within 7 days in order to make payment. Please have your credit/debit card available

Important

This may not be applicable to your situation, but we have signed up to The Standards of Lending Practice, so we want to let you know that if you're having financial problems, you can contact the Money Advice Service, the National Debt line, Civil Legal Advice or the Citizens Advice Bureau for support.

Yours Sincerely

Direct Line

Contact us

Telephone: 0345 303 1760
8am-6pm Monday-Friday, 9am-3pm Saturday, Closed Sunday

Direct Line Insurance policies are underwritten by U K Insurance Limited, Registered office: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales No 1179980. U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, registration number 202810. Calls may be recorded.