



Solicitors' Enquiries Information Sheet

This guidance should be followed in incidents where it is indicated that no legal action is to be taken against the Northern Ireland Ambulance Service Health and Social Care Trust.

All requests are processed under the remit of the General Data Protection Regulation and/or Access to Health Records (NI) Order 1993.

Access to Call Records and Medical Records

Following attendance at a 999 incident or other call types, the Trust holds information relating to a patient including call records and medical records (known as a Patient Report Form).

When applying on behalf of a patient, the following information must be provided to facilitate the request under legislative requirements:

- A written form of authority signed by the client;
- The patient's name, time and date of incident, exact location of incident, hospital conveyed to (if any) and any further information which may assist in the retrieval of the record;

This information will only be released once all the information indicated above is received. We will then release:

- Call incident log (summary);
- Patient Report Form;
- Covering letter explaining the content of the record ie ambulance timings etc

To avoid unnecessary delays occurring, please ensure that accurate information is provided at the time of your initial request. It is extremely time consuming for all concerned where an inaccurate date or location is provided. We will not be able to process any request where information is inaccurate or incomplete.

Please further note that you should not provide other levels of personal information such as National Insurance numbers etc as this is not required to process this request type.

The Trust will endeavour to process all information requests within 30 days from receipt of completed documentation.

For further information, please contact:

Miss Alison Vitty
Information Department
Northern Ireland Ambulance Service HSC Trust
Headquarters, Site 30
Knockbracken Healthcare Park
Saintfield Road
BELFAST
BT8 8SG

November 2008 v1
November 2013 v2
May 2017 v3
October 2018 v4