



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 Data Protection Act 1998 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 and comply with relevant legislative principles under the Data Protection Act 1998.

- 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;
- Payment of £10.00 (all cheques should be made payable to the Northern Ireland Ambulance Service).

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

Where we are unable to trace a record, payment will be not be returned, as we have searched records to identify same.

Please further note that if you have received a duplicate record of a Patient Report Form which may be contained in Hospital records as you have made a request directly to another Trust; and this is noted to be illegible, we will still require you to pay the £10.00 fee and provide consent, as we are a separate Trust.

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 20 days from receipt of completed documentation.

Please further note, that if you have received a duplicate copy of the Ambulance Service

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