



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.

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. Where we are unable to trace a record, payment will be returned.

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.

The Trust will endeavour to process all information requests within 20 days from receipt of completed documentation.

For further information, please contact:

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