

Who we are:

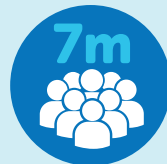
We're the guys who help you in an emergency when you dial 999 and ask for an ambulance - a hugely important job but there is so much more to North West Ambulance Service (NWAS) as we'll explain.



We're one of ten ambulance services in England



We cover 5,400 square miles across five counties



That includes a population of over seven million



We have a team of 6,000 brilliant people



Quality care

All 999 calls are prioritised by our automated computer systems to make sure that the most seriously ill patients are responded to as quickly as possible.

We prioritise from one, being the most seriously life-threatening, to four which is non-urgent:

1.

LIFE THREATENING

These are time critical life threatening events requiring immediate intervention or resuscitation. The Government asks that we get to these patients in an average of seven minutes and in 15 minutes nine out of ten times.

2.

EMERGENCY

These will be potentially serious conditions that may require rapid assessment and intervention. The Government asks that we get to these patients in an average of eighteen minutes and in 40 minutes nine out of ten times.

3.

URGENT

These are urgent problems that need treatment to relieve suffering but are not immediately life threatening. The Government target is to get to these patients within two hours nine out of ten times.

4.

NON-URGENT

These are defined as problems that are not urgent but require assessment which could be over the phone. The Government target is to help these patients within three hours nine out of ten times.

It's not just the speed of our responses that we measure. What's more important is the quality of the care we provide.

We use indicators to measure the quality of the care we give, including treatment given if you have a stroke, heart attack or cardiac arrest.

Who to contact

This information can be made available in alternative formats, such as easy read or large print, and may be available in alternative languages upon request.

How to contact us:

0845 112 0 999 or 0345 112 0 999
nwasenquiries@nwas.nhs.uk
www.nwas.nhs.uk



All about us









What we do:

999

Provide an emergency response

We answer your emergency 999 calls in our emergency operations centres. To help get the most suitable help to you, our emergency medical dispatchers ask questions about your illness or injury.

Your help could then come from:

-  a specialist paramedic by telephone
-  a paramedic in a car (rapid response vehicle)
-  an emergency ambulance crew
-  a paramedic on a bicycle
-  an air ambulance crew
-  a doctor
- CFR** a volunteer (community first responder).

A specialist paramedic might call you back to assess you over the phone and help you get the right care. This could be from the ambulance or it could be from another part of the NHS.



Take patients to hospital appointments

Our Patient Transport Service provides transport to and from hospital appointments for some patients in Cumbria, Lancashire, Greater Manchester and Merseyside. You can use this service if you have a medical condition which may stop you getting to your appointment by any other means.



Deal with major incidents

We plan and respond to all types of major incidents and events, including natural disasters or deliberate acts that cause infrastructure failure or result in a lot of casualties. Our teams of specially trained paramedics, known as hazardous area response teams, are prepared to respond to any major incident.



NHS 111

We deliver the NHS 111 service in the North West which makes it easier for you to access local health services and get urgent medical advice. Supported by experienced nurses and paramedics, our trained call advisors ask questions to assess your symptoms, then point you to the local service that can help you best.



Community resuscitation

We train people in basic life support and put defibrillators in public places so that we can improve survival rates of people who have cardiac arrests.



Support in communities

There are plenty of ways for you to get involved as a volunteer:

Community first responders - respond to some emergencies such as patients who have difficulty breathing, chest pains and cardiac arrest. You give emergency life support to patients until professional help arrives.

Voluntary car drivers - help our patient transport service by taking patients to and from their treatment centres in your own car.

Community engagement volunteer - provide social companionship. Many individuals are unaware of what community services are available to them and how to access these services; this is where you can step in.

