

STOP AND THINK BEFORE YOU DIAL 999!

DO YOU REALLY NEED AN AMBULANCE?

YES

Only call 999 when someone is seriously ill or injured, and you think their life is at risk including, but not limited to:

- If a person is unconscious or not breathing
- Has difficulty breathing
- Has sustained a serious injury
- Has uncontrolled bleeding or heavy blood loss
- Has severe chest pain
- Has severe abdominal pain
- Has taken an overdose

NO

If you are unsure, for health information and advice call 111, visit www.nhs.uk, or contact a pharmacist or GP.

Calling 999 is not always the best way to receive medical help. Choosing the most suitable way of getting the care you need can save you time and help us to respond more quickly to patients who are most in need of our help.

“999”



NHS

North West
Ambulance Service
NHS Trust



WHAT WILL HAPPEN WHEN YOU DIAL 999?



THE CALL



Emergency Medical Dispatcher



Resource Dispatcher



Specialist Paramedic



Emergency Ambulance



Rapid Response Vehicle



Bike



Hazardous Area Response Team



Hospital



Community Health Services



Care at Home

999



ADVICE TO HELP YOU SHOULD YOU NEED TO CALL 999

YOU WILL NEED TO HAVE THE FOLLOWING INFORMATION AVAILABLE WHEN CALLING 999:

- The location of the emergency
- The phone number you're calling from
- What has happened

Once we know this, we can arrange help. You may also be asked to give extra information, such as:

- The patient's age, gender and medical history
- If the patient is conscious (awake) and breathing
- If there is any serious bleeding or chest pain
- If anyone else is involved
- Details of the injury and how it happened

Answering these questions will not delay help and means that the patient will get the most appropriate response.

- If the patient's condition is immediately life-threatening, you will be given instructions on how to assist. This might include guiding you through the steps of carrying out Cardiopulmonary Resuscitation (CPR), dealing with choking or helping with childbirth.

- We can provide foreign language interpreters.
- If we end the call before help arrives, you will be told to call us back immediately if the patient's conditions gets worse in any way.
- All information about the patient is entered into a computer system that prioritises all calls.
- Calling 999 doesn't always mean an emergency ambulance will respond or the patient will go to hospital. You could receive a call back from a Specialist Paramedic who can give advice over the phone or direct you to the right care.



**ANSWERING
THESE
QUESTIONS
WILL NOT
DELAY HELP**

REMEMBER:

- Arriving at hospital by ambulance will not get you treated quicker in the Emergency Department
- Emergency ambulances are not taxis
- When an ambulance is called inappropriately, someone in a life threatening situation may suffer
- An inappropriate call can cost a life

STAY CALM

You will need to answer questions about the patient's condition to help us decide on the speed and type of response.

DON'T HANG UP

There may be things you can do to help the patient. Stay on the phone so that we can give you instructions.

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 0999
nwasenquiries@nwas.nhs.uk

www.nwas.nhs.uk

To find out more about us, you can always visit the website by scanning the QR code on this flyer or by searching for #Team999 on Facebook and Twitter.

