



We are North West Ambulance Service



www.nwas.nhs.uk



Hello

We are the ambulance
service.

We are here to help you.



Please tell us if you have any problems with lights? Or sounds?



If you need them, bring your noise cancelling headphones as the sirens can be loud.



Help us to
communicate
with you.



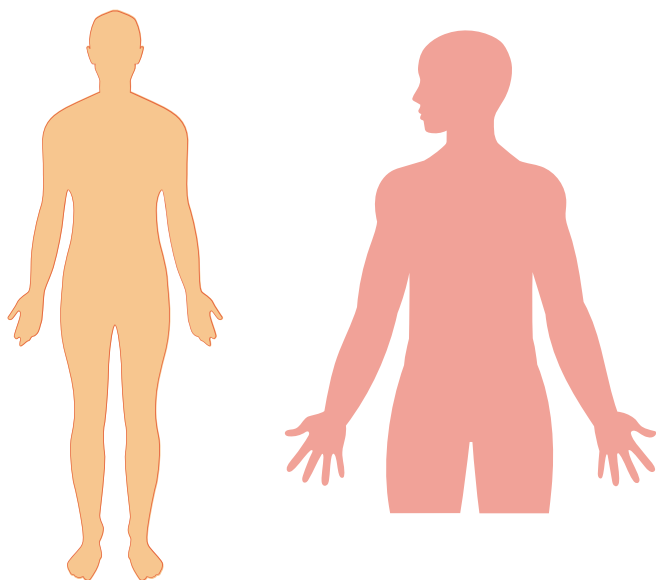
Do you have any of these we can look at please?

- Health, hospital or communication passport?
- Community care pathway?
- Grab bag?



Pain and symptoms

If you have pain can you
point on the picture
where it is?



If you can't point, I will.
Please nod or shake your
head when I point to the
picture.

Can you point to your
pain on the scale?

If you can't point, I will.



Please nod your head
when I point to the face
which best describes it.

Diagnosis and clinical observations

Can we assess
you now?



Do you have any
allergies?

We would like to count
your breathing rate by
listening to your chest.



We would like to check your pulse and oxygen level with this clip that goes on your finger.

It does not hurt.



We would like to check
your blood pressure
with this cuff.



We would like to check
your temperature by
putting this in your ear.



We would like to check your blood sugar levels by taking a drop of blood from your finger.



You will feel a little scratch.

We need to do a few more checks to find out more.



We would like to shine
a small torch into your
eyes.



We would like to have a
feel and listen of your
stomach.



We would like to look at
your heart with this
monitor.



It has some stickers and
wires that we need to put
on you.

Trauma care

We can see you have injuries.

- We will stop any bleeding.
- We will dress and bandage any wounds.



We will need to support
your arm / leg with
a splint.



We will need to protect
your neck and back.

We will use equipment that
keeps you lying down still.

It might feel strange but
you will be completely safe.



Intervention and treatment

We would like to give you medicine to help you.



Do you have any allergies to medicines?

We would like to give you some oxygen to help with your breathing.



We may need to give you some other medication through the mask.

We will need to give you the medication into your body using a needle and cannula.

It will mean a little sharp scratch.



Care and pathway

Can we take you to
hospital in our ambulance?



You can bring someone with
you if you like.

We will talk you through it
and you will be completely
safe.

Can we bring some things you might need:

- Medicine



- Overnight bag



- Keys



- Money



- Phone



- Phone charger



Anything else you need?

Don't worry if you can't walk.

We will get you to the ambulance safely using a wheelchair or stretcher.



We can offer you
alternative transport if
appropriate.



When was
the last
time you
saw a
doctor?



You may be eligible or due
for an annual health check.

This would help to make
sure things are not missed
and you don't get too
unwell in the future.

I can discuss this with your
doctor if that's ok?

You might not need to go to hospital

I will speak on the phone with a doctor or someone who knows a little more about your condition to get some advice.



You seem better
now and everything
seems ok



I will tell the right people
you may need extra
support before I go.

Would you like me to do
that?



You need to come to hospital with us so you can get the help you need.



We understand you have the right to make your own decision.

Is there anything we can do to change your mind?

We can try and help with this.

OK. If you can, please sign this refusal so we can document your decision.

Signature



If you need help in the future.



























If you want to speak to us about the ambulance service about how we can help you in the future, we can give you the right contact details.



Can we do anything
else to help you?

Do you need any
extra support?



 G	 N	 U	
 F	 M	 T	
 E	 L	 S	 Z
 D	 K	 R	 Y
 C	 J	 Q	 X
 B	 I	 P	 W
 A	 H	 O	 V

Thank you