



NHS

North West
Ambulance Service
NHS Trust



Easy read guide.

**When to call for an
ambulance.**



Step 1:

If someone is ill or badly hurt ring 999 and ask for an ambulance.



Step 2:

The person on the phone will ask you some questions.

1

Is the person you are calling for breathing or awake?



2

Are you calling about yourself or someone else?





3

Is the person bleeding a lot?



4

Is the person breathless and finding it hard to speak?





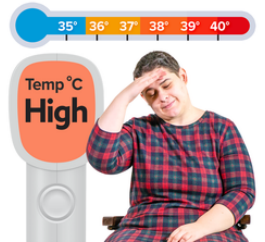
5

Why are you calling?



6

Is the person hot or cold?



Step 3:

Tell the person on the phone where you are.





Step 4:

Tell the person you have called an ambulance.



Step 5:

When the ambulance comes tell the staff what happened.





This guide is in an alternative format created by the Communications and Engagement Team at North West Ambulance Service NHS Trust and co-designed with People First Merseyside.