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Calling 999

In this section you can learn more about:

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When to call 999

You should always call 999 in a life-threatening emergency—if someone is seriously ill or injured, and their life is at risk.
[Know when to call 999](#)

How to call 999

You can call an ambulance on 999 or 112. If you have a speech or hearing impairment you can register for a service that will allow you to text 999 in an emergency.
[Learn more about calling 999](#)

What happens when you call 999

When you call 999, you will be asked for information about the patient's circumstances, but there are also some things that you can do before help arrives.
[Find out what happens when you call 999](#)

Who will treat you

We have a range of staff and volunteers that will come and treat you, depending on the seriousness of the situation and how close we are to you.
[Who will treat you when you call 999](#)

Emergency heart care

There are two heart conditions that need immediate emergency care; a heart attack and a cardiac arrest. **If you think you, or someone you know, is suffering from a heart attack or a cardiac arrest you need to call 999 for an ambulance immediately.**
[Learn more about emergency heart care](#)

Emergency stroke care

A stroke happens when the blood supply to the brain is interrupted. It is a potentially life-threatening condition that needs immediate medical attention. **If you think you, or someone you know, is suffering from a stroke you need to call 999 for an ambulance immediately.**
[Learn more about emergency stroke care](#)

EasyRead documents and prompt cards



We have EasyRead prompt cards to show you how you can get help if you are unwell or hurt.

[▶ EasyRead documents](#)



If it hadn't been for Eddie's prompt action and his ability to use a defibrillator, and the care given by the ambulance staff, I wouldn't be here today.



Steve Hodder
Cardiac arrest survivor

Emergency trauma care

Trauma happens when your body suffers a wound from physical injury. When your body suffers multiple wounds or serious injuries that could result in death or serious disability, it is known as major trauma.

[Learn more about what happens if you suffer major trauma](#)