



## What happens when I call 999?

When you call 999, an operator will ask you which emergency service you need.

In a medical emergency, ask for the **ambulance service** and you will be put through to one of our call-takers.

There is no need to be afraid of speaking to one of our call-takers, they are very friendly and are there to help.



## What information will I need?

We want to help the casualty as much as possible so we will ask some very important questions. Answering these questions will not delay us, but it will help us give you important first aid advice while our staff are on their way.

You will need to have the following information

- The address where you are, including the postcode (if you have it)
- The phone number you are calling from.
- What has happened.

As soon as we know where you are, we can send help to you.

You may also be asked to give some extra information, including:

- The patient's age, sex and medical history;
- Whether the patient is conscious, breathing and if there is any bleeding or chest pain; and
- Details of the injury and how it happened.

Answering these questions will not delay us, but it will help us give you important first aid advice while our staff are on their way.

## **What can I do before help arrives?**

Before help arrives, you can help us by doing the following:

- If you are in the street, stay with the patient until help arrives.
- Call us back if the patient's condition changes.
- Call us again if your location changes.
- If there is someone else around ask them to open the doors and signal where the ambulance staff are needed.
- Lock away any family pets.
- If you know who the patient's GP is, write down the details and collect any medication that they are taking.
- Tell us if the patient has any allergies.
- Stay calm—our staff are there to help.