



What might happen if an ambulance comes to help you?



If the ambulance service is being sent to help you, this might be:

- An ambulance
- An ambulance car
- A bike
- A motorbike

Our call handlers can't say which vehicles are coming





We can't tell you which ambulance person will come to see you



Our staff might wear different types of protective equipment over their uniform.
This is to keep both you and them safe.
This might be:

- A face mask
- An apron
- Gloves
- An overall
- Goggles
- Plastic face shield
- Stronger mask



If you are worried about knowing it is the ambulance at your front door, you can ask to see their ID badge.

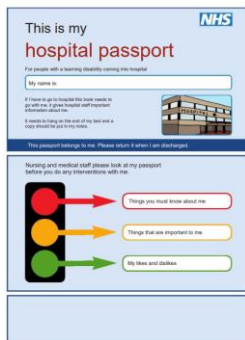


If you find it hard to get to the door, we can use a key safe if you have one.

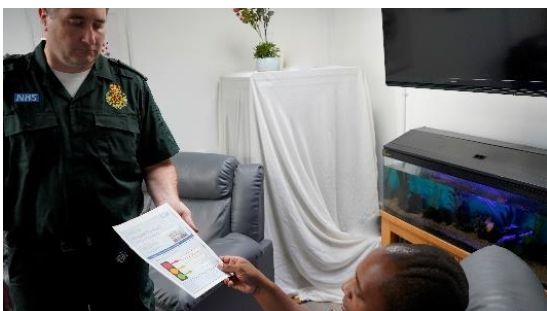
Tell us the key safe code when you call for help



If you are unconscious, we will ask the fire brigade to help us get in to the building.



Please give us your hospital passport or any other care plan you have when we arrive, for example a “black book”





How can we help you?

Tell us about what will make things easier.



Some changes we can make are:

- Calling someone who can support you on the phone
- Talking about things you enjoy to help you stay calm
- Watching a programme you like on an ipad
- Adapting how we communicate



We can talk to your support network with you.

This is to give reassurance and discuss how we can best support you

Assessments we might complete



We might take your blood pressure and pulse

This will quickly squeeze your arm and then stop

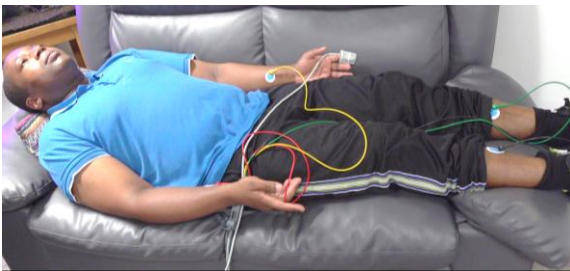


We might take your temperature

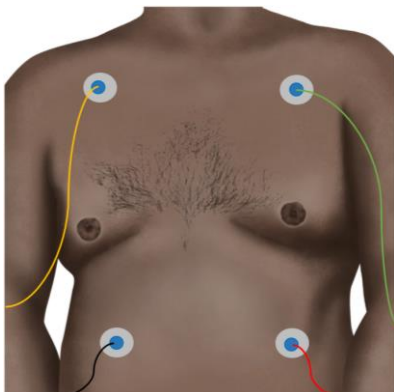


We might check your blood sugar level

This uses a small needle and is a little scratch for a short time



We might have a look at your heart rate



We might also put these leads on your chest



We might measure your breathing



We might also give you oxygen through this



We will explain who the best person is to treat you.



Not everyone will travel to hospital.



We might give you medicine to help you get better
This might be a tablet or an injection



We might take you to hospital



It might be best for you to see your GP



It might be best for you to go to an Urgent Care Centre.