

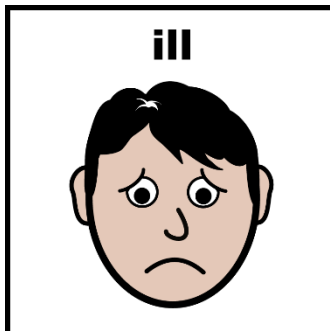
When and how to call 999.



What is an emergency.

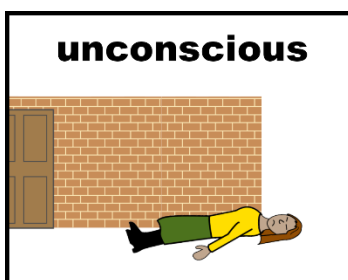


An emergency is when someone is very unwell or badly hurt.



How do you know if someone is very unwell or badly hurt.

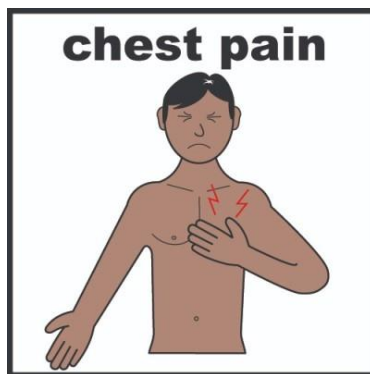
Here are some examples



Unconscious which means they are asleep and you cannot wake them up.



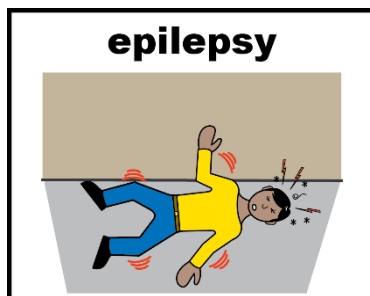
Not breathing or they may be making wheezing sounds.



Have chest pains. They may be able to tell you or may hold their chest.



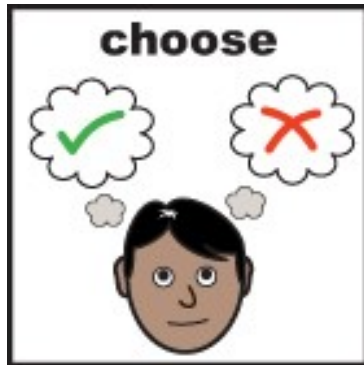
Had a car accident and cannot move or they may be bleeding a lot.



Having a seizure which can cause someone to shake a lot or seem asleep but they cannot be woken up.



Is choking because food or something else is stuck in their throat. They cannot breathe or talk.



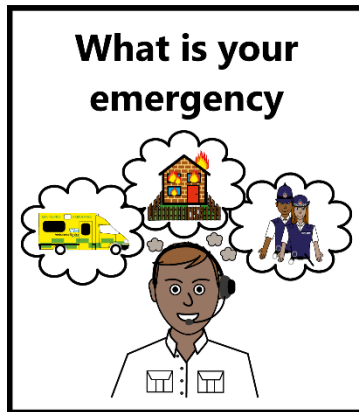
If it is one of these things it is an emergency.



You need to call 999 if it is an emergency.



When you call 999 you will be asked some questions.



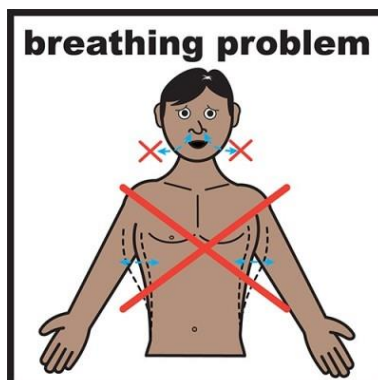
You will be asked which service you require.



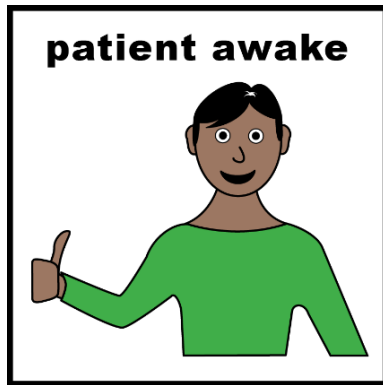
Say ambulance.



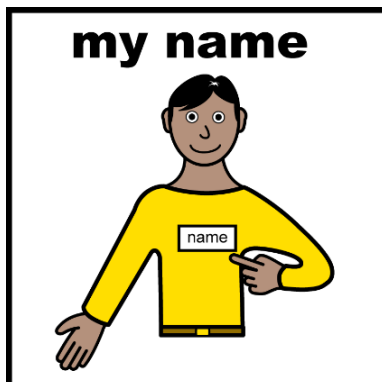
You will be asked some other questions.



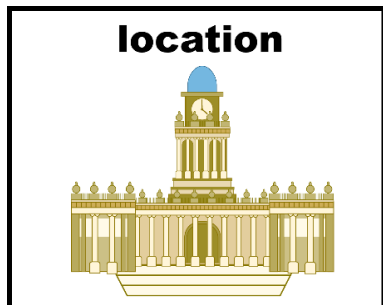
They will ask “is the patient breathing”. You can check by seeing if their chest is moving up and down or you can feel air coming from their mouth or nose.



They will ask “is the patient awake”. If they are awake they will respond to you by moving or making a sound.



You will be asked your name.



You will be asked where you are. If you're not at home look for a street name or landmark like a school or shop or pub.



You will be asked if you know your telephone number.

ambulance



They may ask other questions. Don't worry. Try to answer them the best you can and they will decide if the poorly person needs an ambulance.

stay on the line



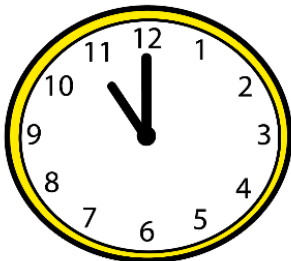
They may tell you to stay on the line. This means stay on the phone and they will keep talking to you until the ambulance arrives.

fast response ambulance



If they send a fast response ambulance, it might have blue lights flashing and loud sirens but don't worry because they are there to help.

clock



If they do not send a fast response ambulance straight away they will tell you how long it will be. They will tell you if you need to hang up and wait for help or stay on the phone.



If you do not need an ambulance you might be given advice over the phone or told the best place to go to get help.

Useful information



If you do not know your address or phone number you can ask someone to help you learn or write them down and carry them with you in your wallet or purse.

This guide has been co-designed with The Wakefield Learning Disability Patient Experience Group (PEG).