



# Our services



*For Life*

The North East Ambulance Service NHS Foundation Trust (NEAS) covers 3,200 square miles across the region. It employs more than 2,600 staff and serves a population of 2.7 million people by handling all 999 and NHS 111 calls in the region.



## **Patient Transport Service**

You can use this service if you are a patient who has a medical condition that prevents you from travelling to a treatment centre, by any other means, or if you require the skills of an ambulance care assistant during your journey.

Vehicles are designed for the comfort and safety of patients, some of which are specially designed with tail lifts to transport wheelchair users, people with mobility needs and a variety of other conditions.

The service takes a wide range of patients to and from their homes to hospitals, out-patients appointments, clinics, physiotherapy sessions or non-urgent inter-hospital transfers.

Crews are trained as ambulance care assistants, with specialist knowledge of comprehensive first aid, driving skills and patient moving and handling techniques.

For information on booking transport please visit our website at:

**[www.neas.nhs.uk/our-services/patient-transport-service/patient-transport-service-booking-process.aspx](http://www.neas.nhs.uk/our-services/patient-transport-service/patient-transport-service-booking-process.aspx)**

**999**

## **Emergency Care**

You should use this service if you need emergency medical help and the situation is life-threatening.

We provide a 24-hour emergency service 365 days a year.

Examples of medical emergencies can include:

- Chest pain
- breathing difficulties
- unconsciousness
- severe loss of blood
- severe burns
- choking
- fitting
- drowning, and
- severe allergic reactions.

Our aim is to get the most appropriate help to you, this could be through:

- A specialist paramedic giving advice over the telephone,
- a paramedic in a car (a Rapid Response Vehicle),
- an emergency ambulance crew,
- an urgent care ambulance crew,
- an air ambulance, or
- a volunteer (a community first responder).



**111**

## **When it's less urgent than 999**

You should use this service if you need urgent medical help or advice but it's not life-threatening.

NHS 111 health advisers are available 24 hours a day, 365 days a year.

Urgent care is when you suddenly become unwell and need to see a healthcare professional the same day but it's not an emergency. This includes both mental and physical health symptoms.



Examples of urgent care needs can include where:

- you need medical help fast but it's not an emergency
- you think you need to go to Accident and Emergency or need another urgent care service
- you need to know who to call or you don't have a GP
- you need health information or reassurance about what to do.

Health advisers can provide you with information, signpost you to local services or arrange appointments for a further assessment. In some cases, if required, they can also put you through to a doctor, nurse or other clinical professional to discuss any issues.

## First aid training courses

We are the trainer of choice for public, private and third sector organisations across the North East. Since 2012 we have trained more than 18,000 delegates from over 1,400 businesses and organisations.

Our specialist skills team delivers a wide range of high quality, award-winning training, from First Aid at Work (OFQUAL) and Paediatric First Aid, to Mental Health First Aid (MHFA England), Automated External Defibrillator (AED) familiarisation and trauma courses.

The money that we raise through training is re-invested back into service. In the last financial year (2017/8) we contributed the equivalent of:

- a fully-equipped Rapid Response Vehicle
- a paramedic
- an ambulance care assistant
- a call handler in our operations centre, and
- a dispatch officer in our operations centre.

Given the challenging environment we operate in, we really appreciate the support we receive from our customers. Choosing us as your training provider makes a real difference and enables us to invest more in patient care.

For more information or to book:

**[www.firstaidneas.nhs.uk](http://www.firstaidneas.nhs.uk)**

**(0300) 777 2717**

**[commercialtraining@neas.nhs.uk](mailto:commercialtraining@neas.nhs.uk)**



Support is available to access this document in a range of languages and accessible formats on request. Please telephone: 0191 430 2099 or email: [publicrelations@neas.nhs.uk](mailto:publicrelations@neas.nhs.uk)

#### Arabic

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#### Urdu

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#### Bengali

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#### Polish

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For more information visit:

[www.neas.nhs.uk](http://www.neas.nhs.uk)

 @NEAmbulance  @NorthEastAmbulanceService