



Our services



About the North East Ambulance Service (NEAS)

We cover 3,200 square miles across the north east region. We employ more than 3,000 staff and serve a population of 2.7 million people.

Each year we answer over 12 million emergency 999 and NHS 111 calls, respond to more than 380,000 incidents, transport over 270,000 patients to hospital and treat more than 115,000 patients at home. Last year our Patient Transport Service completed more than 450,000 journeys and our fleet travelled 14 million miles. 95.3% of our patients rated us good or very good.



For more information visit our patient information pages:

www.neas.nhs.uk/patient-info.aspx

Our website is accessible for people with a wide range of needs. Click on the accessibility button to change the language, font size, colours, download audio files and more.

For any compliments or complaints please call **0191 430 2000**, email **patientexperienceteam@neas.nhs.uk** or use the form on our website: **www.neas.nhs.uk/patient-info/patient-feedback/complaints,-compliments-and-comments.aspx**

If you need advice or support or want to discuss an issue relating to our service, contact our PALS (Patient Advice and Liaison Service) department. PALS give confidential advice and support, helping you sort out any concerns you may have. Contact PALS by telephone on **0800 0320202**, via text at **07815 500 015** or email **northoftynepals@nhct.nhs.uk**. You can also ask a member of staff to contact the PALS department on your behalf.

999 Life-threatening emergencies

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
- 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
- A volunteer (a community first responder).

For more information visit

www.neas.nhs.uk/patient-info/calling-999.aspx



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. Access the service online via **www.111.nhs.uk** or **call 111**.

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
- you have minor head, ear or eye problems
- you have suffered a sprains, strain, cut or a bite
- a child has a minor injury or ailment

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.

For more information visit

www.neas.nhs.uk/our-services/nhs-111.aspx



PTS 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.

If you are eligible for patient transport, your booking will be made either by you, your GP, hospital staff or a dedicated call centre.

The number you need to call to book patient transport depends on where you live.

Northumberland, Newcastle, Sunderland/Wearside, Gateshead, North Tyneside and South Tyneside
0191 215 1515. Monday to Friday, 8am-6pm.

Teesside and Darlington
01642 263 122. Monday-Friday 9am-5pm

Durham Dales and East Durham
03000 269 999. Monday-Friday 8.30am-5pm

North Durham should contact your GP surgery.

For information on booking transport please visit our website:

www.neas.nhs.uk/our-services/patient-transport-service/patient-transport-service-booking-process.aspx



Patient information

A range of resources and short films are available to help you to learn about our services, how and when to use them, and what you can expect when you need to contact us.

Our short films include:

- Ask a paramedic question and answer series
- When to use 999 and when to contact 111
- What should road users do
- Learn CPR with CPR man
- Using a defibrillator
- Patient Transport Service
- And more.



In addition, our website features a virtual 360-degree tour of an ambulance, where you can learn about the features of our vehicles and the equipment that paramedics use.

Teachers, pupils and parents/carers can visit our Learning Zone which contains quizzes, videos and learning plans for teaching children about our services. These resources are produced in line with current Health Education guidelines and cover topics such as calling 999 and 111, performing CPR and how to use defibrillators.

We also have a selection of videos, activities and information in other formats available on our website with subtitles and British Sign Language.

For more information visit our patient information pages www.neas.nhs.uk/patient-info.aspx or scan the QR code.



Award-Winning paramedic-led training from the North East Ambulance Service

The North East Ambulance Service provides award-winning, First Aid, Health and Safety and Trauma training. Since 2012, we have trained over 30,000 delegates from over 2,000 businesses and organisations.

Choosing us as your training provider really does make a difference and enables us to devote more into patient care. The money that we raise through training is re-invested back into the service and contributes to resource such as:

- Fully equipped Rapid Response Vehicles
- Paramedics
- Ambulance Care Assistant
- Call Handlers
- Dispatch Officers



Purchasing an Automated External Defibrillator (AED)

The Commercial Team at the North East Ambulance Service are able to assist in the purchasing of an AED, for both private and public sectors.

Buying an AED can be daunting due to the many different makes and models available. We have the technical knowledge and clinical experience to understand your requirements and guide you through the whole process.

For more information on our products or services please get in touch today!

Website: www.firstaidneas.nhs.uk

Telephone: **0300 777 2717**

Email: 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

Arabic

يتوفر الدعم للوصول إلى هذه الوثيقة بعدة لغات وبتنسيقات متنوعة عند الطلب. يرجى الاتصال هاتفياً بالرقم: 0191 430 2099 ، أو عبر البريد الإلكتروني publicrelations@neas.nhs.uk

Urdu

درخواست کرنے کی صورت میں اس دستاویز تک متعدد زبانوں میں ر سائی حاصل کرنے کے لئے تعاون اور قابل رسائی فارمیٹ دستیاب ہیں۔ برائے مہربانی 0191 430 2099 پر ٹیلیفون کریں، publicrelations@neas.nhs.uk پر ای میل کریں

Bengali

বিভিন্ন ভাষায় ও অ্যাক্সেস করা যায় এমন রূপে এই নথিটি দেখার জন্য সহায়তা পাওয়া যায়। অনুগ্রহ করে টেলিফোন করুন: 0191 430 2099, ইমেল publicrelations@neas.nhs.uk

Polish

Na żądanie możemy udostępnić ten dokument w innym języku lub formacie. Prosimy o kontakt telefoniczny: 0191 430 2099, email publicrelations@neas.nhs.uk

Chinese

本文件支持多种语言和格式，可按需要申领。联系方式：电话 0191 430 2099，电子邮箱 publicrelations@neas.nhs.uk

For more information visit:

www.neas.nhs.uk

 @NEAmbulance  @NorthEastAmbulanceService