



Contact us

If you have questions or want more information about the ambulance service please ring:

PALS

(Patient Advice and Liaison Service).

Phone **0800 032 0202**

Or you can ring us on
0191 430 2000

Ambulance Service WHO TO **CALL?**



Easy read

WHEN TO RING 999

If someone is **seriously** ill or hurt ring **999** and ask for an ambulance.



THE NEXT STEPS

Tell the person on the phone where you are.



Do you know the street name?



Can you see any landmarks?



THE PERSON ON THE PHONE WILL ASK YOU SOME QUESTIONS.



1

Are you calling about yourself or someone else?



2

Is he or she breathing or conscious?



3

Has he or she been bleeding red blood heavily in the last 30 minutes?



4

Is he or she so breathless that they find it hard to speak?



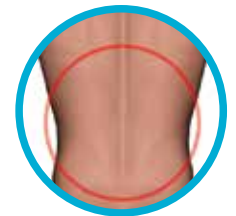
5

What is the main reason for their call?



6

Does their skin on the chest or back feel like a normal temperature?



WHAT DO I DO NOW?

Wait with the person.



Tell them you have called an ambulance.



When the ambulance comes tell the staff what happened.



WHEN TO RING 111

If the person is ill or hurt but you are not **sure if it is serious** then ring 111.

The person on the phone will tell you what to do.

