

## Earlscliffe (Sussex Summer Schools Ltd)

### WHEN TO CALL 999

#### In a life-threatening emergency

**Always call 999 if someone is seriously ill or injured, and their life is at risk.**

Examples of medical emergencies include (but are not limited to):

- chest pain
- difficulty in breathing
- unconsciousness
- severe loss of blood
- severe burns or scalds
- choking
- fitting or concussion
- drowning
- severe allergic reactions.

#### When it's not a life-threatening emergency

If it is not a life-threatening emergency and you, or the person you are with, do not need immediate medical attention, consider other options before you dial 999:

- Look after yourself or the patient at home. If you cannot stay at home, see if family or friends are able to help.
- Talk to your local pharmacist.
- Visit or call your GP.
- Call [NHS Advice](#) on 111.
- Visit the [NHS Choices](#) website.
- Make your own way to your local A&E department, walk-in centre, minor injuries unit or urgent care centre. (Arriving in an ambulance does not necessarily mean you will be treated more quickly.)

**Choose the best treatment for your needs - [choose well](#). It allows us to make sure that we are able to help the people who need us the most.**

#### How to call 999

You can call an ambulance by using 999 or 112.

#### Contacting 999 if you have a speech or hearing impairment

If you are deaf, hard of hearing or speech-impaired you can contact us by texting from your mobile. This facility is available in any type of emergency and is for people who can't use the standard 999 voice or the RNID's text relay services.

- [Register to use the text service](#)
- [How to use the text service to contact 999](#)
- [How we will respond](#)

### **Register to use the text service**

You must register your mobile phone on the [emergencySMS website](#) to be able to use the text service.

### **How to use the text service to contact 999**

Once you have registered, send a text to 999 to access emergency medical assistance.

Your text message should include:

1. which service you need: ambulance, fire police or coastguard
2. a brief description of the problem
3. the name of the road and post code area where the incident is happening

If possible, try to include:

- a house number
- nearby landmarks or main roads

We will be able to respond more quickly and appropriately if you include this information and are as accurate as possible when giving the location.

For example, your text might read:

- "ambulance. man collapsed. outside post office. station road sw19"
- "ambulance. lady on floor not breathing. 166 waterloo road. near waterloo station by newsagent."

If you suffer from a chronic health condition prepare a text template and store it in your phone to use when you need it.

### **How we will respond**

When we receive your message we will send you a text. We may text for further information, but this will not delay our ambulance response to you.

If you do not receive a confirmation text from us, text again.

For more information, please visit <http://www.emergencysms.org.uk/>

When you call 999, an operator will ask you which emergency service you need.

In a medical emergency, ask for the ambulance service and you will be put through to one of our call-takers.

- What information will I need?
- What can I do before help arrives?
- How can I be prepared for an emergency?

### **What information will I need when I call 999?**

You will need to have the following information available when you call 999:

- The address where you are, including the postcode.
- The phone number you are calling from.
- What has happened.

As soon as we know where you are, we can send help to you.

You will also be asked to give some extra information, including:

- The patient's age, sex and medical history;
- Whether the patient is conscious, breathing and if there is any bleeding or chest pain; and
- Details of the injury and how it happened.

Answering these questions will not delay us, but it will help us give you important first aid advice while our staff are on their way.

The extra information also helps us to make sure that we send the most appropriate help to you.

### **What can I do before help arrives?**

Before help arrives, you can help us by doing the following:

- If you are in the street, stay with the patient until help arrives.
- Call us back if the patient's condition changes.
- Call us again if your location changes.
- If you are calling from home or work, ask someone to open the doors and signal where the ambulance staff are needed.
- Lock away any family pets.
- If you can, write down the patient's GP details and collect any medication that they are taking.
- Tell us if the patient has any allergies.
- Stay calm—our staff are there to help. Violence or threatening behaviour aimed at them will not be tolerated and could delay help getting to the patient.

## **How can I be prepared for an emergency?**

There are things you can do today to help us in the future.

- Check that your house number can be seen from the road.
- If you live on an estate, check there is a clear sign to direct emergency services and that all lifts are working.