



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
NHS Trust



The Welsh Ambulance Services Emergency Medical services



Emergency Medical Services are

Ambulances, and



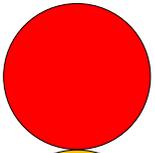
Ambulance cars, called
Rapid Response Vehicles.



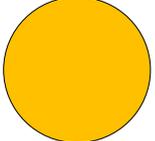
Ambulance staff wear
green uniforms



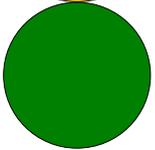
If you phone 999 for an ambulance the ambulance service asks you questions to find out what is wrong and how serious your problem is.



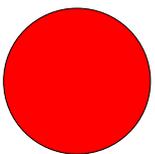
All 999 calls are given a colour, red, amber or green, like traffic lights.



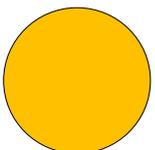
The colours help the ambulance service know how serious your



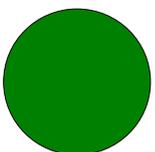
problem is and how quickly to send help.



Red calls are **life threatening** emergencies. **Life threatening** means when someone is very ill and they might die if they do not get help straight away.



Amber calls are if the problem is serious but it is not life threatening.



Green calls are not life threatening and are not serious.



Red calls are things like

- Not breathing
- Unconscious (won't wake up)



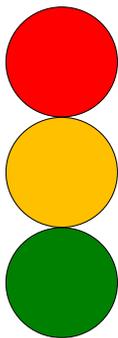
Amber calls are things like

- Chest pain
- Fallen down and hurt yourself



Green calls are things like

- A small burn
- Nose bleed



The colour that your call is given depends on what is wrong at the time and the answers you give to the questions on the phone.



If you want to know what the ambulance staff will do when they come to see you, read the **7 Important Checks** leaflet

Getting your experience and feedback



Telling us about your experiences and stories is so important.

We really want people to be at the heart of everything we do. We want to make sure that people get the best care and support they can.



Your stories can make a difference to what we do and can help make other people's experiences better.

If you would like to give us feedback about the Welsh Ambulance Service, you can:



Telephone 01792 311773

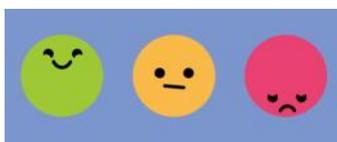


Email at PECI.team@wales.nhs.uk



Or you can visit the Have Your Say page on our website

www.ambulance.wales.nhs.uk



How was your experience with us?