



Welsh Ambulance Services NHS Trust



JACK

TELLS YOU ABOUT OTHER PEOPLE WHO CAN HELP



Hi! it's me, Jack, back to tell you more about the Welsh Ambulance Service.

In my first booklet I told you about myself, an **emergency medical technician**, and my colleague Kim, who is a **paramedic**.

Kim and I work as a crew on an ambulance. We are both trained to help people who are sick or hurt. Kim has had extra training so she can help people who are very sick or hurt.



The book also told you what to do if you need an ambulance in an emergency. It also explained that when you call 999 a call taker will ask questions to find out what is wrong and will tell you how we are going to help you.



My new booklet will tell you more about other people who work for the ambulance service and other people who can help you.

COMMUNITY FIRST RESPONDERS

Sian is a **Community First Responder (CFR)**. CFRs are **volunteers** who give up their spare time to help people in their local area. They are trained in **first aid** by the Welsh Ambulance Service.

They are asked to go to some types of emergencies by the control centre and give first aid until the ambulance arrives. CFRs carry a lot of **equipment** which includes things like blankets, bandages and oxygen.

There are teams of CFRs across Wales. They are trained to use a **defibrillator**. A defibrillator is an electronic machine that gives an electric shock to re-start the heart. This can be life-saving for people who's heart has stopped.

Defibrillators can be found in public places like shopping centres, gyms, train stations or village halls.



NURSES

Gareth is a nurse. He works in the ambulance contact centre.

Not all the people who call the ambulance service need an emergency ambulance.

Emergency ambulances are only needed when someone's life is at risk, for example, if they are having breathing difficulties, losing lots of blood, having a heart attack, or choking.

If you do not need an emergency ambulance you will speak to a nurse like Gareth who will ask you lots questions to find out what is wrong.

The nurse will then help you and tell you who you should go to for help. It could be your doctor (GP) or local pharmacy.

Nurses help the ambulance service as it means ambulances are kept free to help those who really need them in an emergency.



WHO ELSE CAN HELP?

IF YOU ARE ILL OR HURT AND IT'S NOT AN EMERGENCY, THERE ARE A LOT OF OTHER PEOPLE WHO CAN HELP YOU. HERE ARE SOME OF THEM:



DOCTORS (GPs)

They are trained to help people who are sick or hurt.

They will ask lots of questions and may do some **examinations** (like taking your temperature or looking into your mouth) to find out what is wrong.

Things they can help you with include ear pain, if you have a high temperature or have been sick.

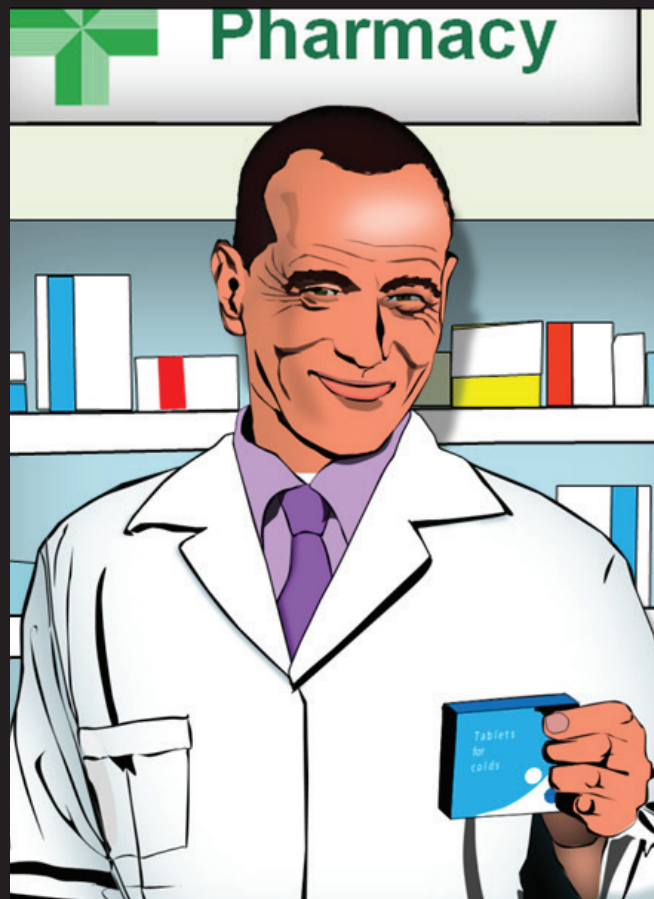
PHARMACY

There are lots of pharmacies in your local area.

Pharmacists can help give advice on medicines and know how they can help people.

They can help with things like coughs and colds, upset stomach and headaches.

You don't need an appointment to speak to a pharmacist, you can just walk in.



NHS DIRECT WALES

If you are not sure where you should go for help you can contact NHS Direct Wales for health information and advice.

NHS Direct Wales is open all day, every day.

You can call them on

0845 46 47

They also have a website with lots of useful information -

www.nhsdirect.wales.nhs.uk



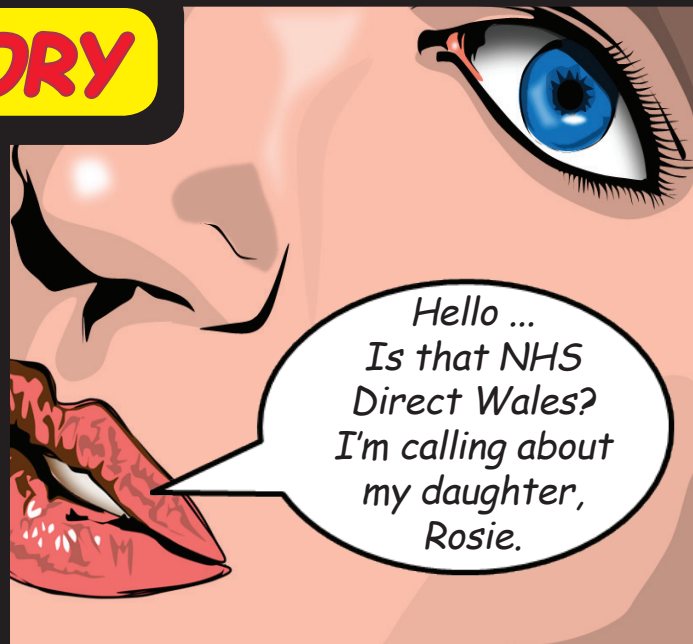
There are also dentists to help with any dental problems and opticians who help with eye problems.

Don't forget you should have regular check-ups too!



ROSIE'S STORY

Rosie has a cough and runny nose. Her mother doesn't know if Rosie should see a doctor so decides to call NHS Direct Wales.



Hello ...
Is that NHS
Direct Wales?
I'm calling about
my daughter,
Rosie.



I'll put you
through to a
nurse.



Hello.
My name is Abby. I am a nurse
advisor and I need to ask you
some questions to find out what
is wrong with Rosie.

Does
she have a high
temperature
or feel hot or
shivery?

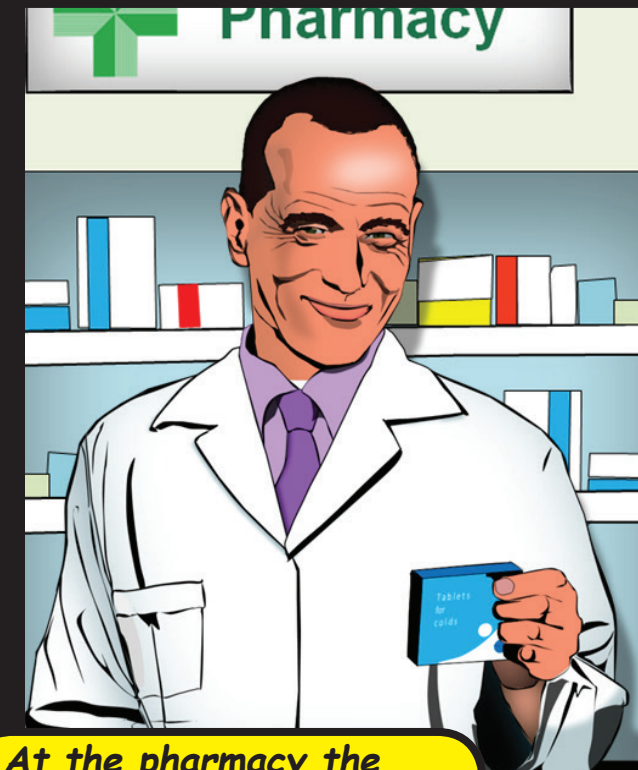


I'll just
check.

The nurse is happy that there is nothing else wrong with Rosie so she doesn't need to see a doctor or go to a hospital.



Instead the nurse tells
Rosie's mother that she
could take her to a local
pharmacy and ask the
pharmacist for help.



At the pharmacy the
pharmacist helps Rosie
by giving her some
medicine which should
help her feel better.



The end.



I've told you about some of the other people who can help you, but there are lots of things you can do to help yourself too.

When you call for an ambulance in an emergency the call taker will ask you where you are and what your telephone number is. This is so that they can send help to you as quickly as possible.

KNOW YOUR NUMBERS.
Learning your address and telephone number is very important.

IN AN EMERGENCY DIAL 999

YOUR NAME _____
ADDRESS _____
POST CODE _____
TELEPHONE NUMBER _____

CHOOSE WELL -

Remember only ring 999 in an emergency; we have told you about other people who can help.

**BE SAFE...
BE HEALTHY.**

IN THE BOOK YOU WILL HAVE SEEN WORDS THAT ARE IN **GREEN**, THIS IS TO HELP YOU LEARN WHAT THEY MEAN.



Emergency medical technician - works with the paramedic and helps people who are sick or hurt. They also drive patients to the hospital in the ambulance.

Paramedic - works on an ambulance and helps people who are very sick or hurt.

Community First Responders - work for the ambulance service in their spare time to help people in their local area.

Volunteers - people who help other people in their spare time without being paid.

First aid - help given to a sick or injured person until full medical treatment is available.

Defibrillator - an electronic machine that gives an electric shock to re start the heart.

Equipment - things which cfrs and ambulance crews carry and use to see what is wrong with people and to make them feel better.

Heart attack - when the heart suddenly stops working properly, usually causing a lot of chest pain.

Examinations - things a doctor or paramedic might do to help find out what is wrong with you.

QUIZ

QUESTIONS:

1. Who would you go and see if you were being sick and had a high temperature?
2. Who can you contact if you are feeling ill and your doctors surgery is closed?
3. Not all calls to 999 are emergencies, circle which of these you think are emergencies?

Grazed knee

losing lots of blood

Choking

Runny nose

Heart attack

Earache

4. What is a defibrillator used for?
5. Do you need an appointment to see a pharmacist?

ANSWERS:

1. GP
2. NHS Direct Wales
3. Choking, heart attack, losing lots of blood.
4. A defibrillator is an electronic machine that gives an electric shock to re-start the heart.
5. No

CONTACT US:

For general information about the Welsh Ambulance Service please go to our website www.ambulance.wales.nhs.uk or, email: peci.team@wales.nhs.uk

This booklet is aimed at 9-11 year olds but may be suitable for other ages. All characters appearing in this booklet are fictitious. Any resemblance to real people is purely coincidental.