



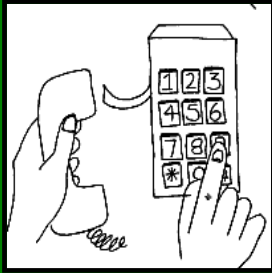
Welsh Ambulance Services NHS Trust

in partnership with

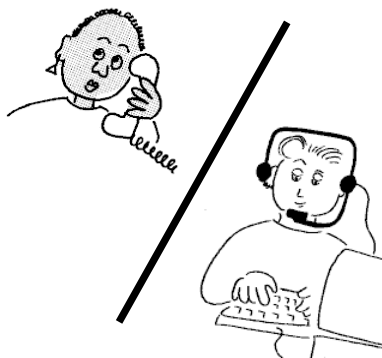
SWANSEA PEOPLE FIRST



Charity No: 1117899



What happens when you call **999**



- When you call **999** someone will answer the phone and ask you which service do you want?
- **Say ambulance**
- They will put you through to talk with someone at the **ambulance control centre**

The person will ask you...



this

means:

1. What's the **address** of the emergency?

What is the address where help is needed?



2. Can you verify the **telephone number** you are calling from?

this means:

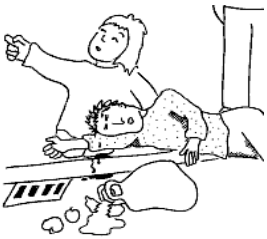
What is the number you are calling from?



3. What's the **problem**?
Tell me exactly **what's happened**?

this means:

What is wrong with the person you are calling about?



4. Are you **with the person** now?



5. How **old** is he or she?



6. Is he or she **conscious**?

this means:

Is he or she awake?



7. Is he or she **breathing**?



- The person may ask you some other questions
- Try and answer them as best you can

The person will listen to what you say and then decide if you need an ambulance



- If it is an emergency they will send an ambulance



- Before the person ends the phone call they will ask you for your name



If you do not need an ambulance they will tell you what to do

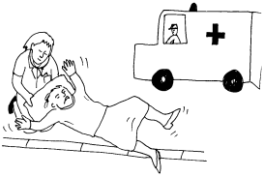
If an ambulance is coming...



- Stay calm



- Phone **999** again if the person gets more ill



- **Stay** with the person until the ambulance arrives



- Pick up their **medication** if you can



- Find out the name of the person's **doctor** if you can



- Put **pets** somewhere safe where they will not be in the way



- Open the **door** and **wave** to the ambulance when it comes

