



**South Central  
Ambulance Service**  
NHS Foundation Trust



# Communication Booklet

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**Hello we are from the ambulance service.  
We are here to help you.**

**“I’m ready”**

**“I need more time”**



YES



NO



**Do you need help with communicating?**



**Are you happy to give your consent?**

YES

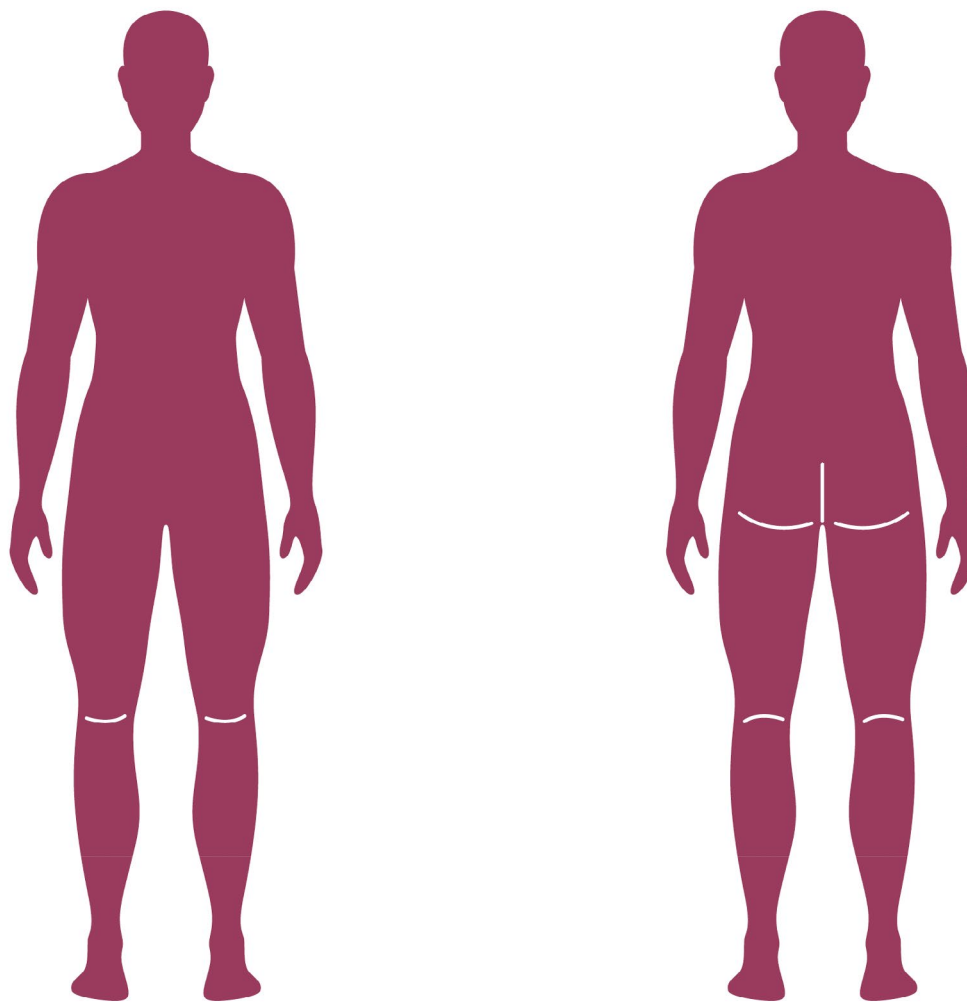


NO





**Why did you call for an ambulance today?**

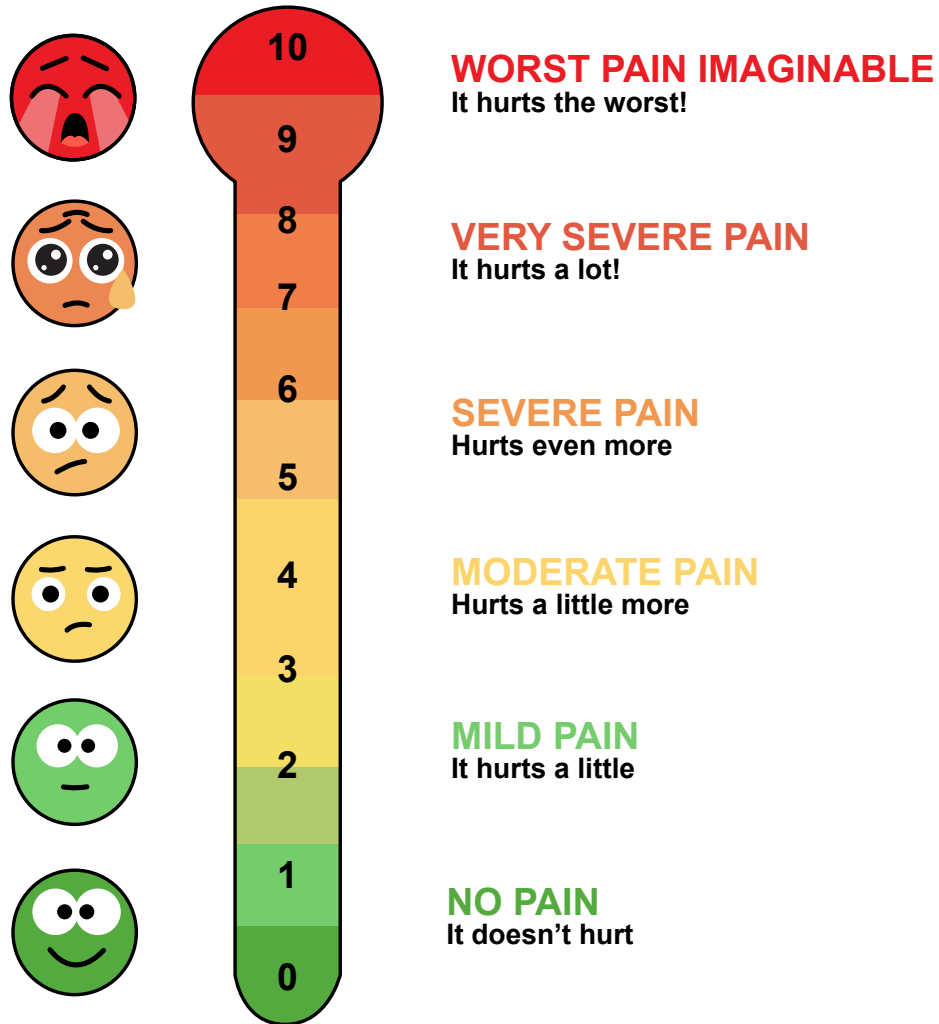


**Where are you hurt?**

YES



NO



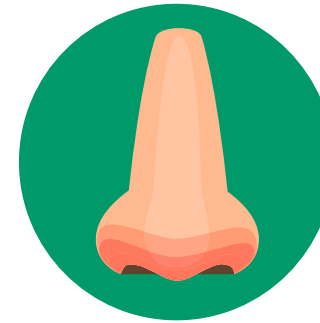
Are you in pain?

How bad is the pain?





**Do you take any medication?**



**Do you have any allergies?**

YES



NO





**We would like to take some observations to help us understand what you need.  
Are you okay for us to do this?**



**Can I put this on your finger?  
It will measure the oxygen in your blood.**

YES



NO





YES  
👍

NO  
👎

**Can I take your pulse?**



YES



NO



**Can I listen to your chest?**

**This will help us hear your heart and your lungs.**



**Can I take your blood pressure?  
It will get tight around your arm.**

YES



NO





YES



NO



**Can I shine this light in your eyes?**



**Are you cold?**

YES  
👍

NO  
👎





**Are you hot?**

YES  
👍

NO  
👎



YES



NO



**Can I take your temperature?**

**This will go in your ear but will not hurt.**



YES



NO



**Can I test your blood sugars?**

**It will prick your finger and a small amount of blood will come out.**



YES



NO



**Can I give you some Entonox?**

**This will help with the pain.**

**The gas comes out by sucking on the mouthpiece.**



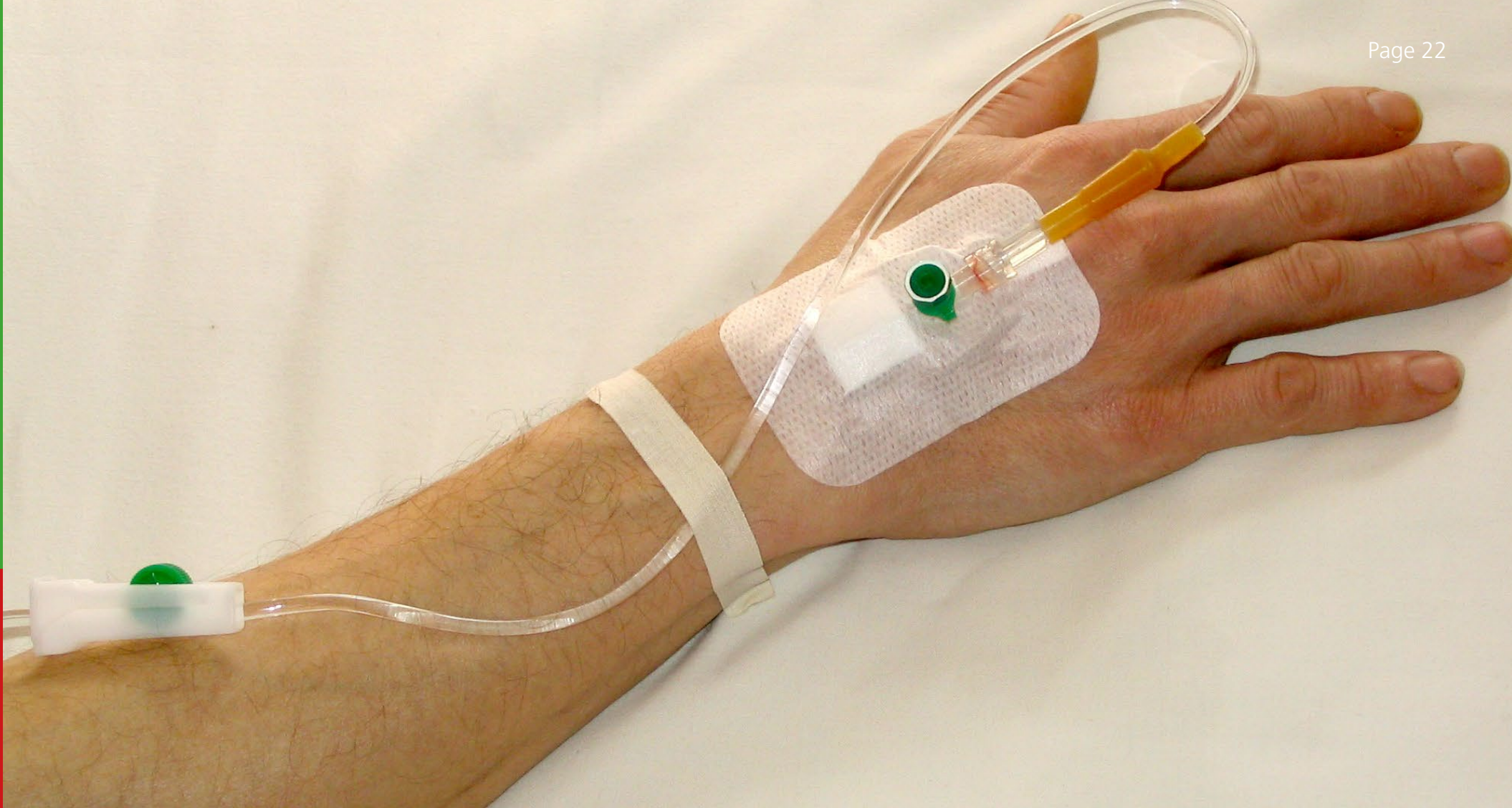
YES



NO



**Can I give you some oxygen?  
This will help you breathe.**



YES



NO



**Can I put a cannula (tube) in your arm?  
I may need to give you some fluids or medication.**



YES  
👍

NO  
👎

**Can we put the stickers on you so we can measure your heart?**



YES



NO



**Are you happy for us to put on the dressing?  
We need to put a dressing on your wound.**





YES



NO



**Are you happy to go on the stretcher?  
This will keep you safe for our journey to hospital.**



YES



NO



**Are you comfortable?**



YES



NO



**Are you happy to sit in the wheelchair?  
This is so we can help you get to the ambulance.**

PATIENT  
TRANSPORT  
SERVICE



YES



NO



**Are you happy to sit on the carry chair?  
This is so we can help you get to the ambulance.**



YES



NO



**We would like to take you to hospital for more help.**

**Are you happy to go to hospital?**



**If you need to speak to someone for more help you can call 111 if it is not an emergency.**



**If you need to call the ambulance again you can call 999.**



**Patient Transport Services**  
**We have come to take you to your appointment**





**Is there anything I can do to help?**

YES



NO





YES



NO



**Do you have your appointment letter?**



**Do you have your house keys  
for when you come home?**

YES



NO





YES



NO



**Are you able to walk?  
Do you use any aids to help you?**



YES



NO



**Are you able to move from the stretcher to the chair or from the chair to stretcher?**



**YES**

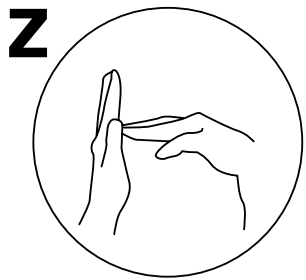
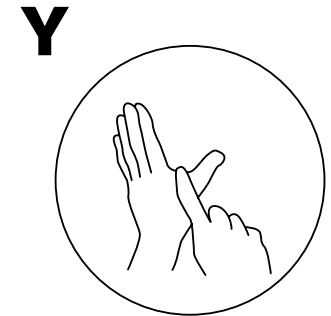
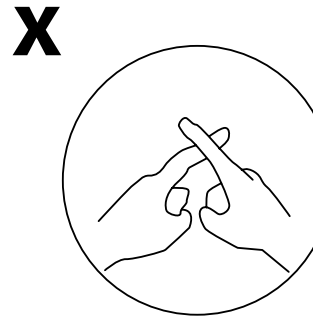
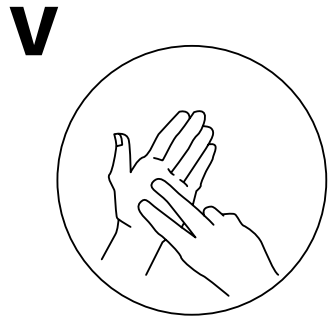
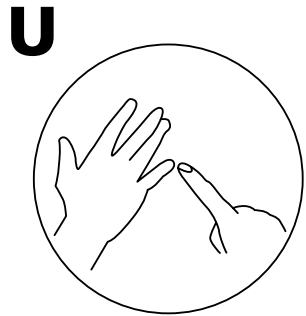
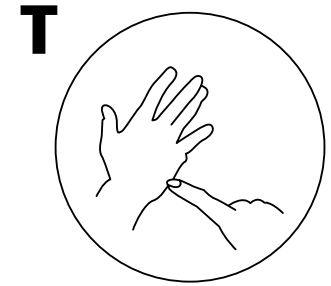
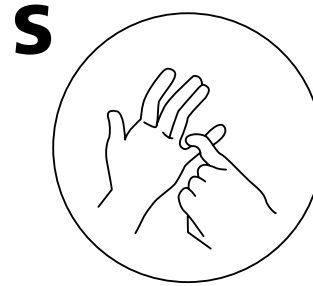
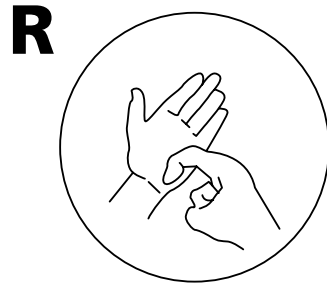
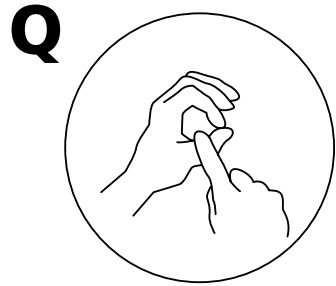
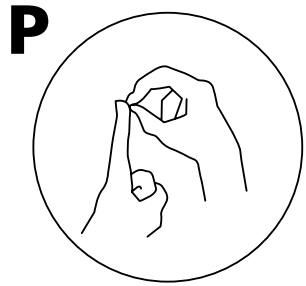


**NO**





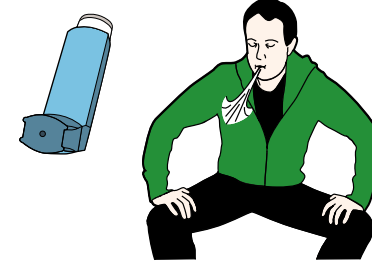
# Alphabet



# Medical problems



Stroke



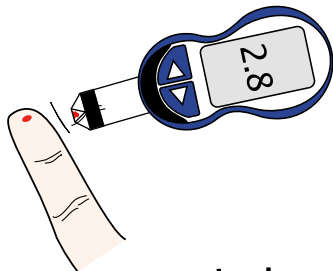
Breathing



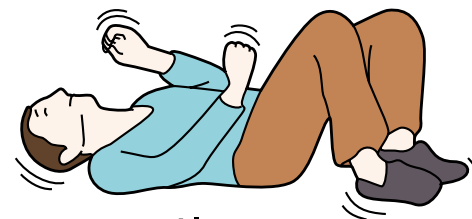
Mental health



Heart

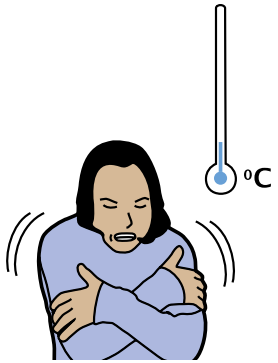


Diabetes

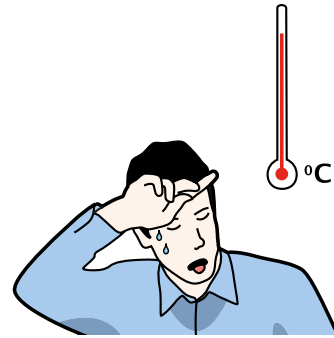


Epilepsy

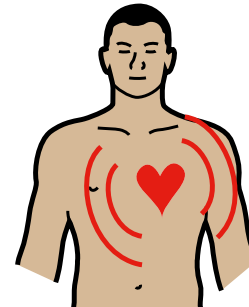
# Symptoms



Cold



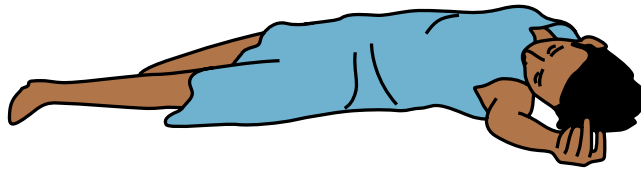
Hot



Palpitations



Faint



Unconscious



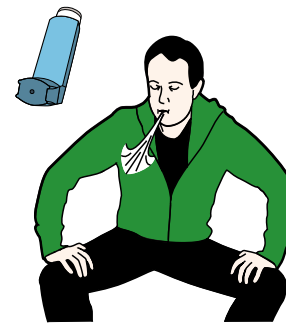
Dizzy



Sick



Painful cough  
Colour of productive sputum

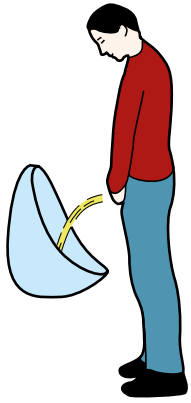


Breathing difficulties

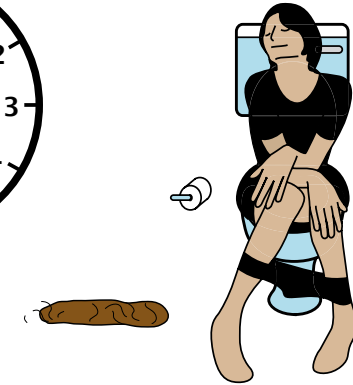
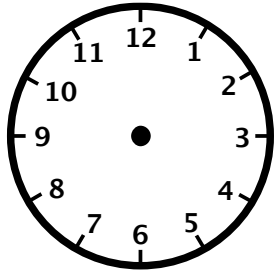


Tired /  
lethargic

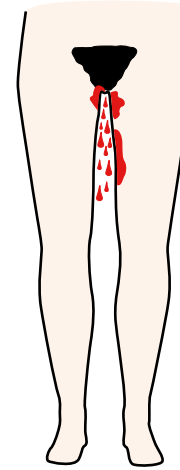
# Symptoms



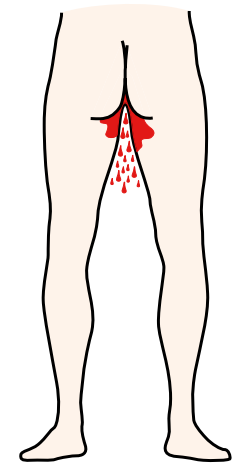
When did you last pass urine?



When did you last open your bowels?



Vaginal bleeding



Rectal bleeding



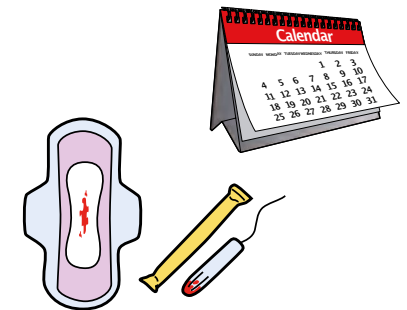
Diarrhoea



Constipation



Could you be pregnant?



When was your last period?

# Pain



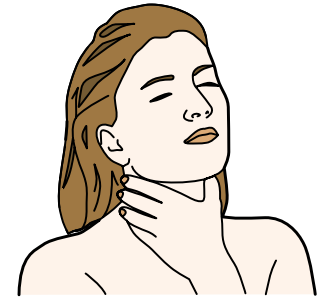
Headache



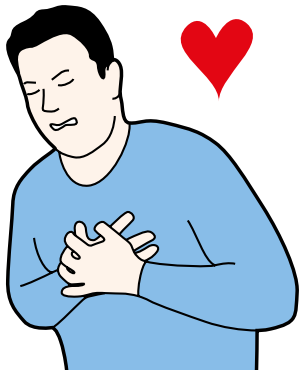
Neck pain



Back pain



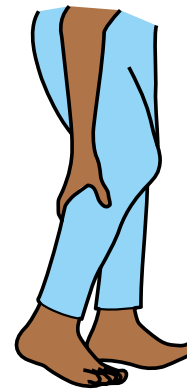
Sore throat



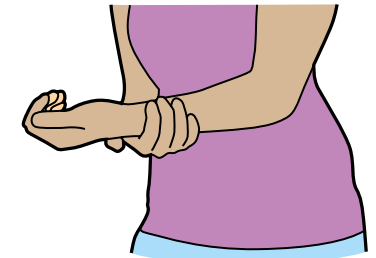
Chest pains



Tummy ache



Leg pains



Arm pains



As part of our ongoing work to help reduce health inequalities, The Yume Project assisted us to develop this new communication booklet to better enable communication between crews and patients.



South Central  
Ambulance  
Charity

Funding of this booklet has been supported by  
South Central Ambulance Charity. [scascharity.org.uk](https://scascharity.org.uk)





South Central  
Ambulance Service  
NHS Foundation Trust



# Right care First time Every time

Sometimes we find that our patients need a little extra help on accessing our services. Scan the QR code to learn more how we can help you. [scas.nhs.uk](https://scas.nhs.uk)

