



South Central Ambulance Service NHS Foundation Trust



**When should I call 999?
This easy read guide will help
decide when to call 999.**





South Central Ambulance Service provides 999 emergency services in:



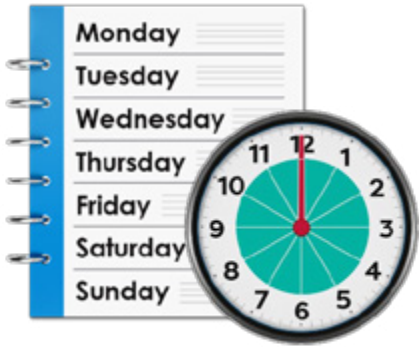
Berkshire
Buckinghamshire
Hampshire
Oxfordshire



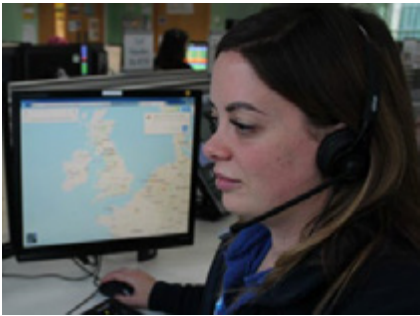
You can call 999 for free.



You can call from a mobile phone or landline phone.



999 is open 24 hours a day,
7 days a week.



You will speak to a call
handler who will ask you:



Where?

Where are you?



How many people are hurt?



What?

What happened?

When should you call 999?



You should only call 999 for an ambulance when there is an **emergency**.



An **emergency** is when someone is badly hurt and needs help very quickly.



If the person is badly hurt, they may need to go to hospital in an ambulance.

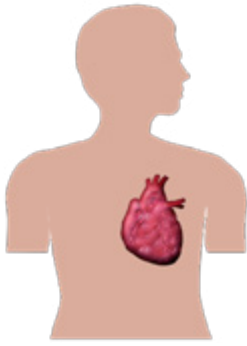


The person may also be unconscious, which means not moving or talking. They may look like they are asleep.

What injuries might need 999?



You should call 999 if you believe you or someone else has any signs of:



A heart attack. This includes chest pain, which feels like squeezing across the chest.



A Stroke. Face dropping to one side, cannot hold up both arms, difficulty speaking.



Sudden confusion. Don't know their name or age.



Difficulty breathing.
Not being able to breathe,
difficulty speaking.



Choking. On food or liquid.



Bleeding. Lots of blood
coming from a part of the
body.



Seizures. Shaking or jerking.
Particularly if they have not
had a seizure before.



Severe allergic reaction.
Swelling on the mouth,
tongue or lips.

What to do if it is not an emergency?



Other services you can call if it is not an emergency:



Your GP can help you with non-urgent issues, including reviewing your medication.



Your GP should also offer you an annual health check every year. This is free.



You can speak to your local Pharmacy who can help you.



You can call 111 if you need help and advice.

Or use the online form at www.111.nhs.uk