

AMBULANCE SERVICE INFORMATION SHEET FOR TELECARE PROVIDERS

produced by TSA and AACE



THE CONTEXT

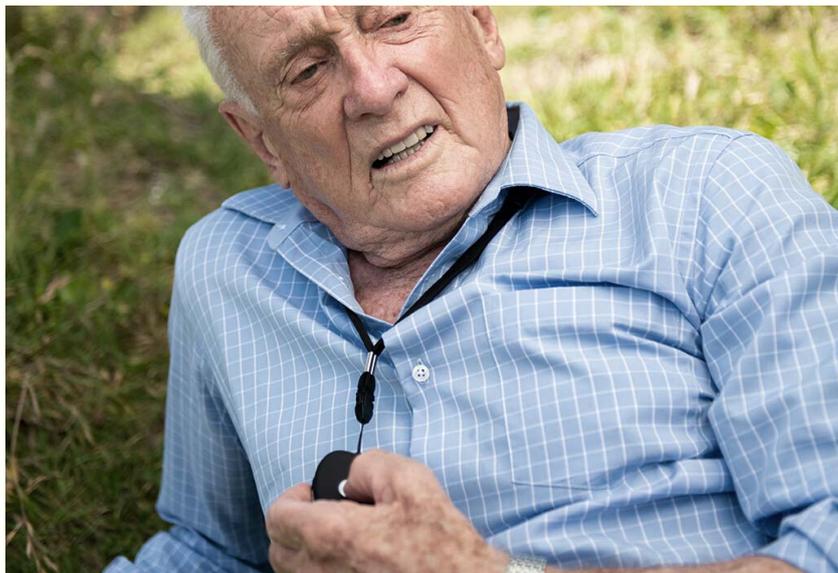
There are 10 English ambulance services, and also single services in Wales, Scotland and Northern Ireland. They use two different systems to triage 999 calls, therefore two varying sets of questions will be asked when you ring 999.

The 999 call taker is not a paramedic, they are specially trained call handlers and normally ask a standard set of questions depending on what is wrong with the person and the responses you give to their questions.

There are a standard set of questions asked initially when your call is answered, to establish if the patient has a potentially immediate life-threatening condition. A cardiac arrest will get a higher priority response than a person that has fallen, is uninjured and can't get up.

After the first question, the call handler will move on to further questions to get more information about the circumstances and symptoms being experienced. These additional questions will vary depending on the triage system used.

THIS INFORMATION SHEET HAS BEEN PUT TOGETHER TO HELP YOU WHEN COMMUNICATING WITH AMBULANCE SERVICES.



Sending ambulances and taking people (especially older people) to hospital is not always the best thing for them. Always consider alternatives - neighbours and relatives/key holders who may be close at hand to check the situation and help. If the situation is not life threatening consider contacting a GP, local nurse or community health and social care team. Always use 111 if it is less urgent than 999. Always consider alternative responses, especially for falls, consider neighbours and relatives/key holders.

Common ambulance questions you will be asked:

Are they breathing normally? i.e. Someone who sounds to be talking in sentences, with no gasping, or abnormal breathing noises heard. We understand you may not know what their normal breathing pattern is.

Are they conscious? This means someone who is awake, and able to respond to their surroundings. For example, if they can talk to you.

Not all 999 calls require an ambulance to be sent. The person might be phoned back by a paramedic, or nurse for further assessment of what help is needed. It is important you give the ambulance service a contact number where the person can be called back and if they will be able to answer the phone.



FALLS - TOP TIPS

Falls are probably one of the most common reasons for Telecare Services to call an ambulance. The information you are likely to be asked for includes:

- How far and where have they fallen?
- Was this from standing, or from a height?
- Are they injured or bleeding?
- Are they in pain?