



# What happens when you call 999?

A call handler answers and checks the reason for calling, the caller's telephone number, and address of the incident.

As these details are being taken, the information appears on screens in front of our dispatchers, who assign the response to that call.

Depending on the nature of the call, the call handler will either provide immediate help to the caller or ask a set of questions to get further information.

*These questions will not delay help being arranged and will help us to make sure you get the correct help.*

At the end of the telephone assessment, the call is given a category based on the information given by the caller. The call handler may stay on the line, offering further practical help and advice where necessary.



## Red

## Green

RED 1	RED 2	GREEN 1	GREEN 2	GREEN 3	GREEN 4
<b>Immediately life-threatening (most time critical patients)</b>	<b>Immediately life-threatening</b>	<b>Serious but not life-threatening</b>	<b>Serious but not life-threatening</b>	<b>Non emergency call</b>	<b>Non emergency call</b>
Examples: - Cardiac arrest - Life-threatening traumatic injury	Examples: - Chest pain - Serious breathing difficulties	Examples: - Diabetic problems - Suspected stroke with no serious symptoms	Examples: - Fall with injuries - Suspected fractured arm or leg	Examples: - Sick or unwell - Non-serious assault injury	Examples: - Sick or unwell - Minor scalding
<b>8 min</b>	<b>8 min</b>	<b>20 min</b>	<b>30 min</b>	<b>50 min</b>	<b>90 min</b>

The target is to arrive at these patients within eight minutes in 75% of cases.

These require an emergency response to arrive in 20 minutes in 75% of cases.

*In some cases patients may receive a telephone assessment by a clinician in the first instance to better understand the patient's condition and health needs.*

These require an emergency response to arrive in 30 minutes in 75% of cases.

These require an on-scene response within 50 mins **OR** a phone assessment from our clinical support desk (CSD) within 20 min in 75% of cases.

These require an on-scene response within 90 mins **OR** a phone assessment from our clinical support desk (CSD) within 60 minutes in 75% of cases



Community first responder



Ambulance

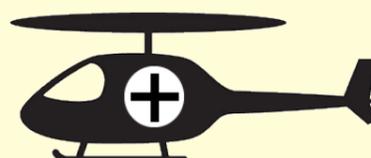


Cycle response unit (CRU)

Rapid response vehicle (RRV)



Air ambulance



## HEAR & TREAT

The CSD is staffed by paramedics, nurses or ECPs who make further clinical assessments for less seriously ill patients, in order to establish the best care for them. This could lead to a referral to a better source of help for their needs, such as their GP, a walk-in centre or another healthcare professional.

**An on-scene response will be sent to anybody who needs it.**

