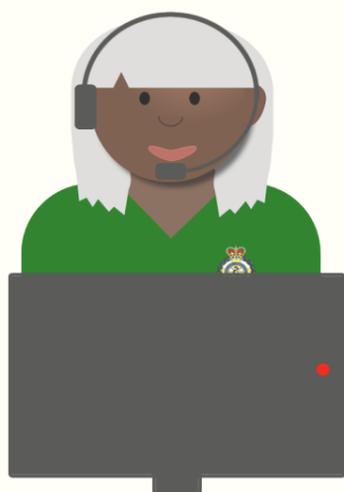


What happens when you call 999?

NHS

East of England
Ambulance Service
NHS Trust



••••• A call handler answers and checks the reason for calling, the caller's telephone number, and address of the incident. The first thing they will ask you is if the patient is breathing and awake.

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

Depending on the reason for 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.

CATEGORY 1

Immediately life-threatening injury or illness

- Cardiac arrest
- Traumatic serious injury
- Severe allergic reaction

7-15 mins

Patients will be responded to in an average (mean) time of seven minutes, and within 15 minutes at least nine out of 10 times (90th percentile).

CATEGORY 2

Emergency

- Acute breathing problems
- Stroke / CVA
- Chest pain
- Fitting / convulsions

18-40 mins

Patients will be responded to in an average (mean) time of 18 minutes, and within 40 minutes at least nine out of 10 times (90th percentile).

CATEGORY 3

Urgent calls

- Assaults
- Falls
- Minor injuries

In some instances where patients may be treated in situ (e.g. their own home) or referred to a different pathway of care.

120 mins

These types of calls will be responded to at least nine out of 10 times within 120 minutes (90th percentile).

CATEGORY 4

Less urgent calls

- Vomiting
- Fevers
- Nose bleed

In some instances patients may be given advice over the phone or referred to another service such as a GP or pharmacist.

180 mins

These less urgent calls will be responded to at least nine out of 10 times within 180 minutes (90th percentile).



HEAR & TREAT (ECAT)

Our Emergency Clinical Advice and Triage Centre (ECAT) is staffed by paramedics, nurses or ECPs (emergency care practitioners) 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 a GP, a walk-in centre, a midwife, another healthcare professional or even self help.

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

