



An ambulance crew consists of two people working together as a team, one will drive the vehicle and one will stay with the patient.

The ambulance crews start their day, or night shift, by checking the ambulance and its equipment. We take turns at treating the sick people and driving the ambulance.

A drug box, bandages, oxygen bottles and a heart monitor are the main things that we use. We carry special radios with us, so that we can talk to the control operator. We also have equipment to help us deliver babies.

If we receive a 999 call for a very sick person, or an accident like a motorbike crash, we turn on the blue lights and sirens. If you hear, or see, an ambulance with its lights and sirens on, ask mum or dad to safely move the car over to the side of the road until we have passed.

Paramedics also work on helicopters and cycle response units. We also work with the police and the fire service.

Ambulance crews have very exciting jobs because we help sick and injured people every day. We always get to meet new boys and girls and we never know what adventure might happen next!

Only ring 999 in an emergency



North West Ambulance Service **NHS**
NHS Trust

your lifeline to health care



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**Do you know how
to call for an
emergency
ambulance?**





It is very important that everyone knows how to call an ambulance. This may one day save your or a loved one's life.

You can call them from any telephone.

It is very important that you only call an ambulance in an emergency.

If you call them as a joke, they might not get to someone else quickly, which could mean that they will die.

Only ring 999 in an emergency

The role of an ambulance crew



Hello, my name is Mandy and I am here to tell you about the role of an ambulance crew in the North West Ambulance Service NHS Trust.

An ambulance paramedic can be a man or a woman. Our job is to help sick people, or people who have hurt themselves.

This might be taking someone to hospital with a broken leg, or going to emergencies like car accidents, or someone with chest pains.

You can dial 999 from any telephone in an emergency, any time of the day or night.

Ambulance crews work every day of the year, including Christmas Day! But remember, **999 is only for emergencies** and you can get into big trouble if you phone this number as a joke - we can find out where the call has come from if we need to.

It is very important to know your address so that we can get to you quickly.

Only ring 999 in an emergency



While you are talking to the person on the other end of the line, an ambulance will already be on its way to you.

Just stay where you are with the sick or injured person until the ambulance arrives.

Well done!

By following these simple guidelines, you have made it possible for the ambulance crew to get to the sick or injured person, very quickly.

However, you are still unsure of when to call for an ambulance, take a look at the other leaflets which will help you and then test your skills.

Only ring 999 in an emergency

When you ring 999, an operator will answer and will ask you if you need the police, the fire or ambulance service.

You must tell them clearly which one you need.



You will be asked some questions, such as your name and address.

Ask your mum or dad to teach you your address and show you how to call 999.



Only ring 999 in an emergency



Try to keep calm and speak clearly.

Next you will be asked questions about where you are and what has happened.

You will be asked:

“What is the problem? Tell me exactly what has happened.”

Tell the person on the phone about who is sick or hurt and what happened to them.



One of the questions you will be asked is:

“Where are you?”

Look around you and see if there is a street name, or a building with a name on it.



You will be asked:

“Is he/she conscious?” This means - is the person awake?

You will be asked:

“Is he/she breathing?”

If the person is not awake, you can tell if they are breathing by putting your hand on their chest near their heart and see if it goes up and down.



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