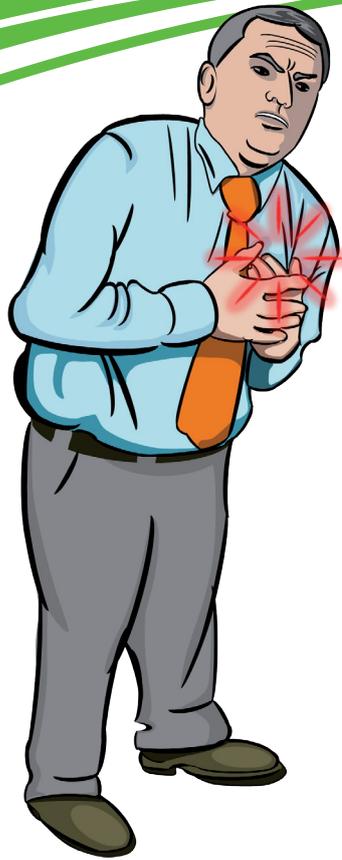


Get Help in time - Ring 999?

Facilitator / Parent Resource Pack



Facilitator/Parent Resource Pack for the Welsh Ambulance Service Interactive Learning Programme.

This pack will assist you when using the learning resources for one to one or group work. Each section has learning outcomes, as well as tips on how to encourage learning through activities, conversations and role play. Working through the activities will provide a better understanding of using NHS Services and when to ring 999. Each section can be worked through at the learner's own pace and divided into as many sessions as required.

Activities can be carried out online via the Welsh Ambulance Services website www.ambulance.wales.nhs.uk



If you prefer, you can print out the activity booklets and flashcards, which can be found in the resources section of this pack.

Look out for the following signs, throughout the booklet:



Discussion points – suggestions for discussions/activities that will help you find out what the group/individual already knows and to help them understand the topic



Information points – information that will help you get the most from the pack and the activities

Index	Page
1. When should I call an ambulance?	1
2. Do you know how to call an ambulance?	2
3. What happens when I call 999?	2
4. Meet our staff	3
5. We're here to help	3
6. Resources	4
7. Feedback forms	45



When should I call an ambulance?



Use the 'When should I call an ambulance?' section [www.ambulance.wales.nhs.uk/About Us/Learning Disabilities Zone](http://www.ambulance.wales.nhs.uk/About%20Us/Learning%20Disabilities%20Zone) or use the printable version in the resources section (page 4).

How would you know if you or a person you know is badly hurt or feeling very unwell?



Start a group (or one to one) discussion on what signs and symptoms may tell you that a person needs an ambulance.

What situations are being described?

Suggest situations such as:

- Someone having bad chest pain, feeling sweaty and having problems speaking.
- Someone who is bleeding a lot because they've cut themselves badly.
- Someone who is finding it very hard to breath.
- Someone who is asleep and won't wake up – How would you know that they won't wake up? What would you do to try and wake them up?

Do you know the difference between a big accident and a little accident?



Using some of the suggestions from the previous discussion, talk about 'big' accidents and 'little' accidents.

Ask the group/individual to give you examples of big accidents and little accidents.

It may be easier to think of 'big' accidents so make sure you also discuss 'little' accidents such as a cut finger, stubbed toe and a sprained wrist.

Big & little accident quiz



At the end of the "When should I call an ambulance?" section, you can take the Big & little accident quiz. If you prefer to use the printable version, the Big & little accident quiz flashcards (including an overview of each scenario and the correct answers) can be found in the resources section (pages 5 - 24).

The quiz tests understanding of the difference between an emergency situation where an ambulance is needed and a minor injury or illness which doesn't require an ambulance. Minor injuries and illnesses can be treated in a different way, for example, at home, by seeing the GP, visiting the local pharmacist (chemist) for advice, ringing NHS Direct Wales or visiting A&E or the local minor injuries unit.

There are eight scenarios, describing an illness or injury and the player must select whether they think each one is a big accident or a little accident. If they get the answer wrong, they have the option to try again.

When they get the answer right, they will see a screen that congratulates them and tells them what they would need to do in that situation.



If you are using the flashcards, pick one at a time, show it to the group/individual and have a discussion as to whether they think the picture shows a big accident or a little accident.

If, during the discussion, the wrong answer is selected, think about describing the picture differently or highlighting a particular part, for example “You’ve told me this is a little accident but Jamie’s dad is having trouble breathing and it looks as if he has a pain in his chest. Do you still think this is a little accident?” If the wrong answer is still given, you can discuss the reasons why they think it’s a little accident and explain that having trouble breathing and chest pain would need to be treated straight away so it would be a big accident.

Once the correct answer has been given, discuss what treatment would be required. Do they think that Jamie needs to ring 999? Can Daniel look after his grazed knee at home? Does Alice need to see someone about the nits? Who should she see?

Do you know how to call an ambulance?



Use the ‘Do you know how to call an ambulance?’ section www.ambulance.wales.nhs.uk/About Us/Learning Disabilities Zone or use the printable version in the resources section (pages 25 - 26).



Ask the group (or individual) if they know how to ring for an ambulance and whether they have needed to ring for an ambulance or seen someone else do it.

Do they know their address?

Do they know their telephone number?

Ask the group/individual to practice saying their address and telephone number and take it in turns for one person to ask the other.

If anyone doesn’t know their address and telephone number, they need to ask someone to teach them, or write the details down so that they can keep them safe e.g. near to the home telephone.

Do they know the number to ring, if someone is badly hurt, injured or feeling very unwell?

Does everyone know that they would need to ring 999? Note: Due to the number of television programmes and films that are based in the USA, some may think that the emergency number is 911.

What happens when I call 999?



Practice with one person pretending to be the call taker, asking the questions and another person being the one that is ringing 999 because they need an ambulance (this is another good opportunity to practice remembering your address and telephone number).

Remember: if you are asked a question that you don’t understand, tell the call taker and they will explain what they mean.



Have a discussion about what should be done while waiting for the ambulance to arrive.

What things do they think they could do while waiting for the ambulance?

Remind them that they should stay calm and ring 999 again, if the person becomes more ill.

What else do they think they could do?

What about pets? Pets such as dogs and cats should be put in another room, so that they are safe and not in the way. What if the person who is ill takes medicines or tablets? Could they get them, to show the paramedics what medicines and tablets the person takes? Do they know the name of the person's doctor? Could they open the front door, ready for the paramedics?



At the end of the 'What happens when I call 999?' section, there is a quiz, which will help to check understanding of what to do when you need to ring 999. If you'd prefer to use the printable version, you can find it in the resources section (page 33).

Meet our staff



Use the 'Meet our staff' section www.ambulance.wales.nhs.uk/About Us/Learning Disabilities Zone or use the printable version in the resources section (page 34).

This section introduces you to the staff that you may meet, if you need an ambulance. It tells you the job title and explains what each member of staff does.

At the end of the 'Meet our staff' section, there is a quiz, which will help to check understanding of the different roles within the ambulance service. If you'd prefer to use the printable version, you can find it in the resources section (page 38).

We're here to help



Use the 'We're here to help' section www.ambulance.wales.nhs.uk/About Us/Learning Disabilities Zone or use the printable version in the resources section (page 39).

When an ambulance passes by, with the blue lights flashing and the loud siren, it can be quite scary. This section explains why the blue lights and siren are needed.



Have a group/individual discussion about why they think the blue lights and siren are needed.

Why would drivers and pedestrians need to be warned that an ambulance is nearby?

Why does an ambulance need to get to a patient as quickly (and as safely) as possible?

The ambulance crew may arrive with big bags and lots of equipment but this section explains that the equipment they carry is used to make people feel better, if they are hurt or unwell.

The section also includes a link that takes you for a virtual tour inside an ambulance, which you can access [here](#) (online only).



At the end of the 'We're here to help' section, there is a quiz, which will help to check understanding. If you'd prefer to use the printable version, you can find it in the resources section (page 43).

Feedback

We welcome feedback and would like you to tell us what you thought of the learning resources. On page 45, you will find a feedback form for the learner to complete and on page 46, there is a feedback form for the facilitator/parent to complete.

Resources

The following resources can be printed out, to be used for group or individual activities. Alternatively, you can use the electronic version at www.ambulance.wales.nhs.uk/About Us/Learning Disabilities Zone.

When should I call an ambulance?



How do you know if a person is badly hurt, injured or very unwell?

If you are with or see a person who you think is **badly hurt, injured or very unwell** it is important to call an ambulance.

Dial 999

5



Do you know the difference between a big accident and a little accident?

A little accident might be a small cut on your finger or a sore knee if you fall over.

You should ask a parent or a friend to help you

When should I call an ambulance?



A **big accident** might be someone who has been run over by a car or someone you can't wake up or you can't get to move.

If something like this happens you should call 999



If one of your parents or a friend needed emergency help you would like the ambulance to come as quick as possible

If you called for an ambulance as a joke it might not get to someone else quickly and they could die



Remember only call 999 in an emergency!

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



Take part in our quiz and see if you know the difference between a big accident and a little accident



Question



Chest Pain

Jamie doesn't know what is wrong with his dad. He is having trouble breathing and holding his chest. He cannot talk

Is this a **big** health problem or a **little** health problem?

Click the right answer.

Correct Answer



Chest Pain

Correct answer— This is a big health problem

Well Done!

As Jamie's dad has chest pain, Jamie should ring 999. When he is asked which service he wants, he must say 'Ambulance'.

Read the 'What happens when you ring 999' booklet on the Welsh Ambulance Service website www.ambulance.wales.nhs.uk to learn about the other questions that you will be asked if you need to ring 999.

Incorrect Answer



Chest Pain

Jamie's dad has chest pain, is having trouble breathing, cannot talk and feels very unwell so do you think this may be a big health problem?

Please try again



Question



Grazed Knee

Daniel was playing football. He fell over and grazed his knee. Is this a **big** or **little** accident?

Click the right answer.

Correct Answer



Grazed Knee

Correct – This is a **little** accident

Well Done!

Daniel has hurt his knee but, as the cut is small, he can be looked after at home.

Incorrect Answer



Grazed Knee

Daniel is able to talk and only has a small cut and a little bit of blood on his knee so do you think this may be a little accident?

Please try again



Question

Flu-like Symptoms

Jill has a runny nose, sore throat and sneezing.

Is this a **big** health problem or a **little** health problem?

Click the right answer



Correct Answer

Flu-like Symptoms

Correct – This is a little health problem

Well Done!

Jill may have the flu or a really bad cold so she can ring **NHS Direct Wales** on **0845 46 47** for advice. The nurses at NHS Direct Wales will be able to tell Jill what she should do, to get better.

She could also use the cold and flu checker on the NHS Direct Wales website www.nhsdirect.wales.nhs.uk

Please read the **information on the flu jab** to find out who should have it.



Incorrect Answer

Flu-like Symptoms

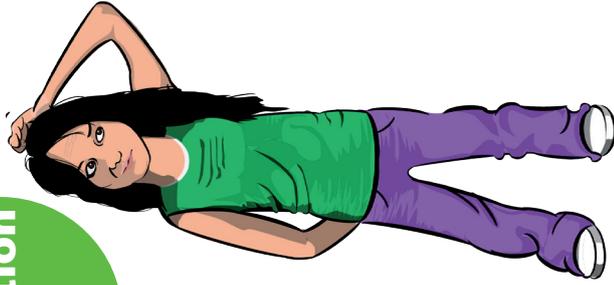
Jill may have flu or a really bad cold so do you think this may be a little health problem?

Please try again





Question



Head Lice (nits)

Alice has head lice (sometimes called nits).

Is this a **big** health problem or a **little** health problem?

Click the right answer.

Correct Answer



Head Lice

Correct – This is a **little** health problem

Well Done!

As Alice has head lice (sometimes called nits), her mother can go to the pharmacy (chemist) for advice on how to treat them.

She could also use the **head lice (nits) symptom checker** on the **NHS Direct Wales** website www.nhsdirect.wales.nhs.uk

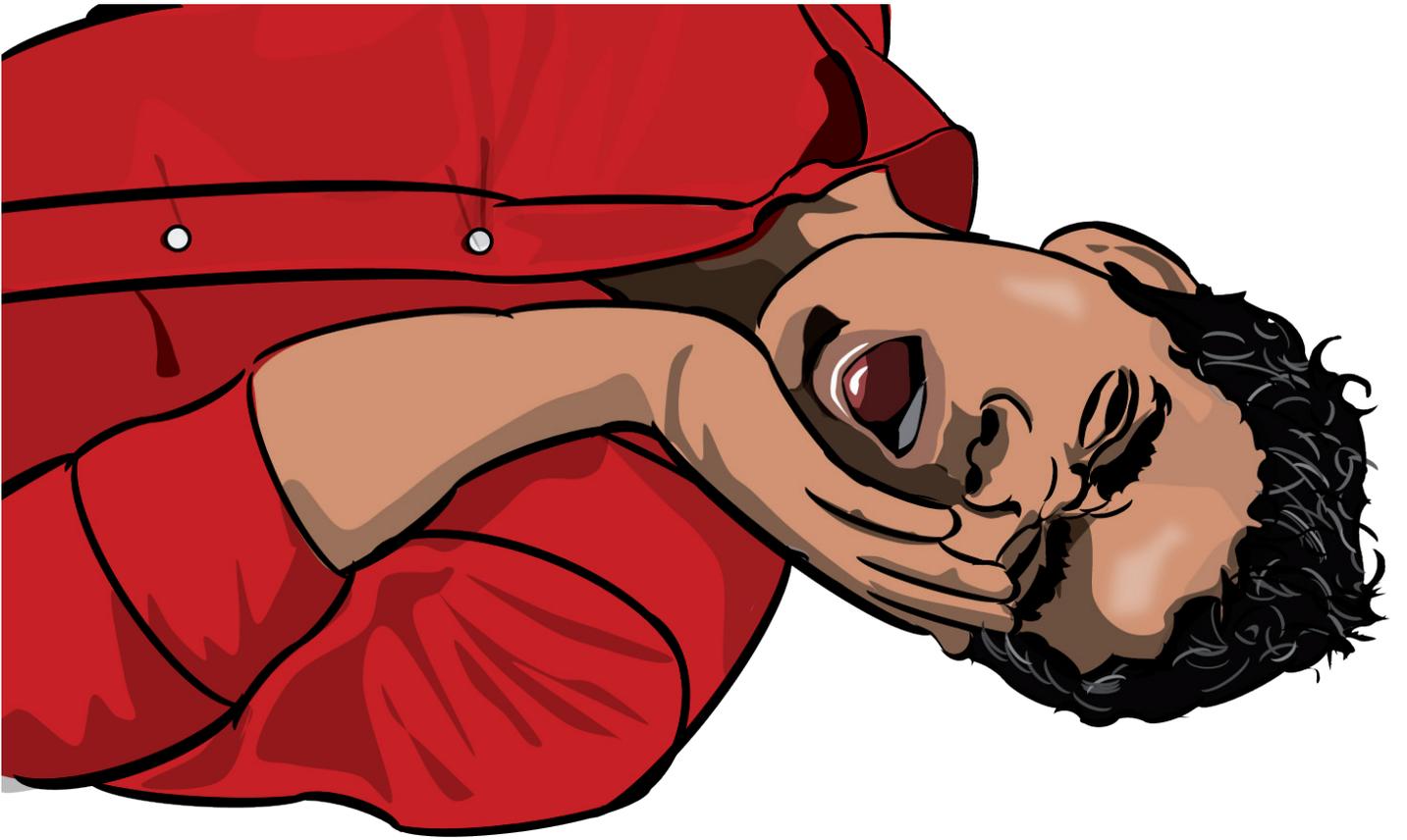
You can search for a pharmacy (chemist) on the NHS Direct Wales website, to find the one nearest to you.

Incorrect Answer



Head Lice

Alice has head lice (sometimes called nits) so do you think this may be a little health problem? Please try again



Question



Toothache

Samir's tooth is aching.

Is this a **big** health problem or a **little** health problem?

Click the right answer.

Correct Answer



Toothache

Correct – This is a **little** health problem

Well Done!

Samir has toothache so will need to see the dentist.

He could also use the dental symptom checker on the **NHS Direct Wales** website www.nhsdirect.wales.nhs.uk

You can search for a dentist on the NHS Direct Wales website (www.nhsdirect.wales.nhs.uk) to find the one nearest to you.

If the dentist is closed, the number you will need to ring can be found on the NHS Direct Wales website under 'Useful Numbers and Links'.

Incorrect Answer



Toothache

Samir has toothache so do you think this may be a little health problem?

Please try again



Question



Sickness

Amy has been sick a lot since yesterday.

Is this a **big** health problem or a **little** health problem?

Click the right answer.

Correct Answer



Sickness

Correct – This is a **little** health problem

Well Done!

Amy has been sick (vomited) a lot since yesterday so will need to see her doctor (GP).

If you need to see your doctor and they are closed, ring them and listen carefully to the answer phone message. The message will give you the number you need to ring when the doctor's is closed.

If you can't remember the telephone number for your doctor, you can find the number by visiting the **NHS Direct Wales** website www.nhsdirect.wales.nhs.uk

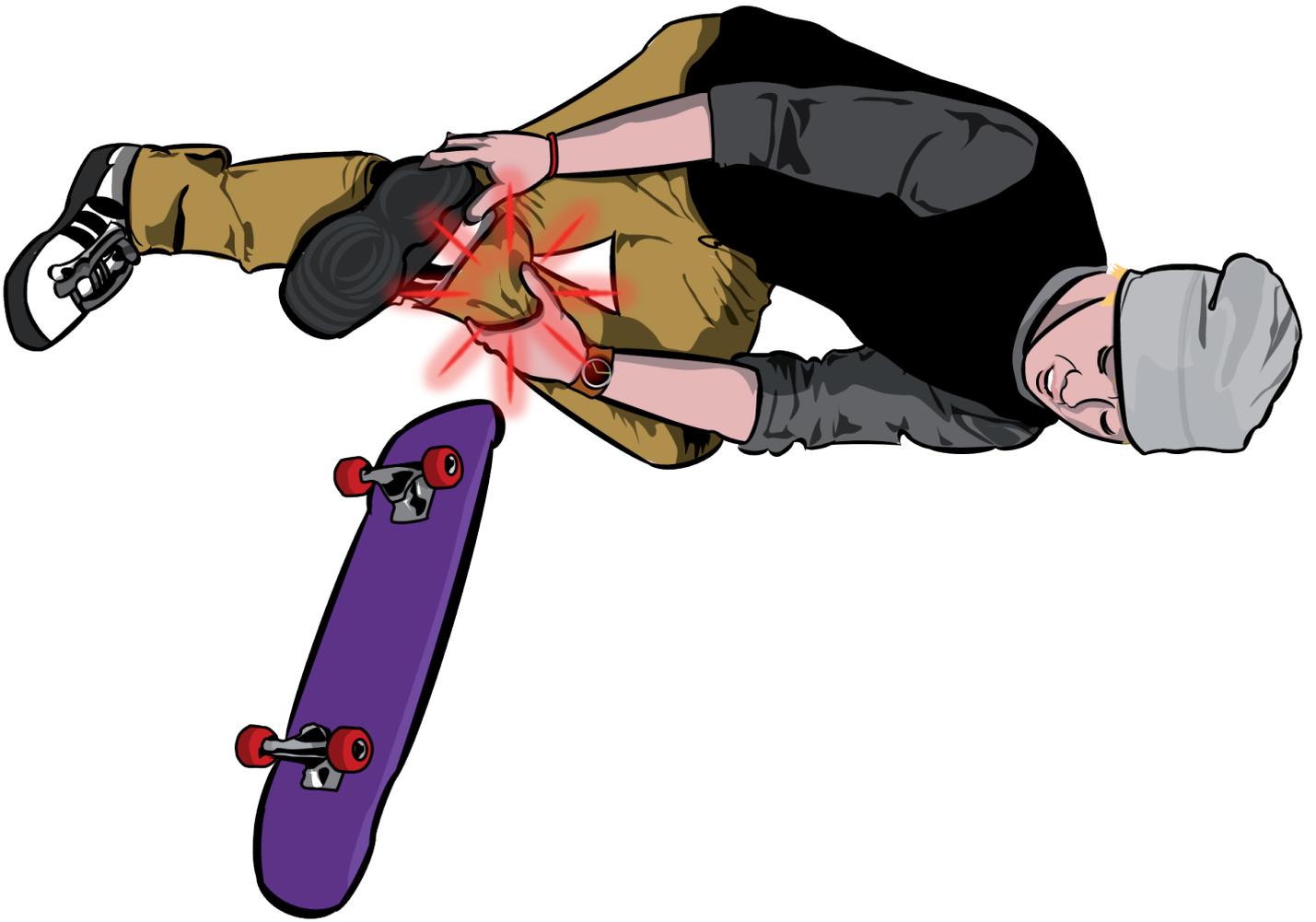
Incorrect Answer



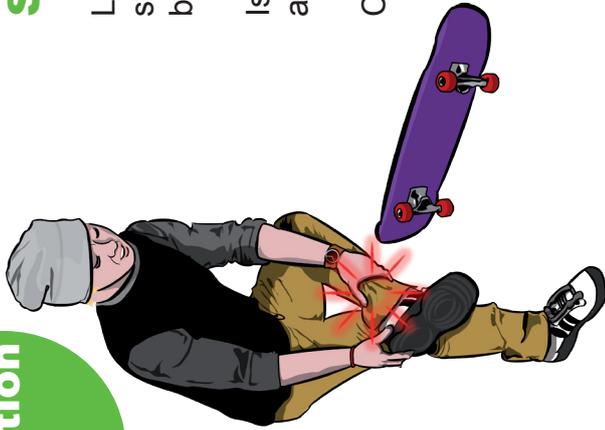
Sickness

Amy has been sick a lot since yesterday so do you think this may be a little health problem?

Please try again



Question



Sprained Ankle

Luke has fallen off his skateboard. He can walk but his ankle hurts.

Is this a **big** or **little** accident?

Click the right answer.

Correct Answer



Sprained Ankle

Correct – This is a **little** accident.

Well Done!

Luke's ankle hurts but he can walk so he should go to the Minor Injury Unit at the hospital which treats injuries that are less serious like sprains and bites or he can ring **NHS Direct Wales** on **0845 46 47** for advice. The nurses at NHS Direct Wales will be able to tell Luke what he should do, to get better.

You can search for a Minor Injuries Unit on the NHS Direct Wales website to find the one nearest to you.

Incorrect Answer



Sprained Ankle

Luke has hurt his ankle but he can still walk on it so do you think this may be a little accident?

Please try again



Question



Head Injury

Jade's mum Hannah has tripped, banged her head and is lying on the floor.

Jade has tried to wake her up but she is not moving.

Is this a **big** or **little** accident?

Click the right answer.

Correct Answer



Head Injury

Correct – This is a **big** accident.

Well Done!

As Hannah isn't awake or moving, Jade should ring 999. When she is asked which service she wants, Jade must say 'Ambulance'.

Read the 'What happens when you ring 999' booklet on the **Welsh Ambulance Service** website www.ambulance.wales.nhs.uk to learn about the other questions that you will be asked if you need to ring 999.

Incorrect Answer



Head Injury

Hannah isn't awake or moving so do you think this may be a big accident?

Please try again

Well done!

**You have now
completed the quiz.**

**Remember...
think carefully
before you dial 999**



Do you know how to call an ambulance?



If you or someone you know, for example, a parent or a friend is badly hurt or very unwell, do you know how to call an ambulance?



It is really important that everyone knows how to call an ambulance as this may one day save a life.

Please read this section carefully.



Do you know your address?



Do you know your telephone number?



If not, ask someone you know to teach them to you, or write them down and keep them safe.

How do I call an ambulance?



What phone number do I call if someone is badly hurt, injured or very unwell?

The emergency number is 999 and you can call this number free from any phone including a mobile phone day or night.

It won't cost you any money or credit



What happens when I call 999?

When you call 999 someone will answer the phone and ask you "Which service do you want?"

- Say "Ambulance"



They will put you through to talk to someone at the **ambulance control centre** who is called a call taker. The call taker will ask you some questions to find out what's wrong.

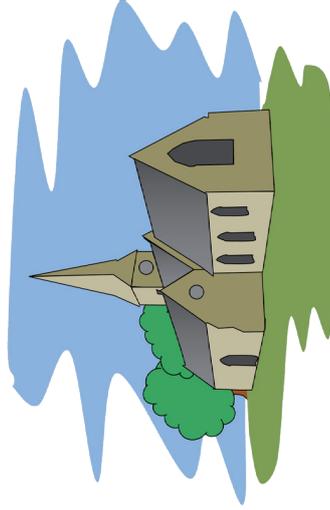
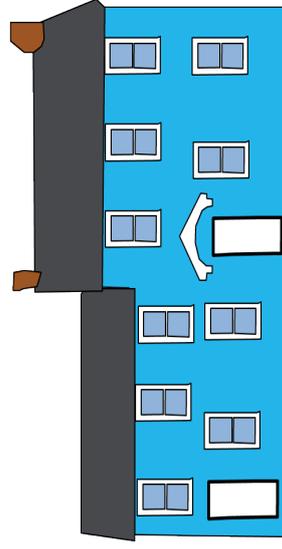
What happens when I call 999 ?



What questions will I be asked?

We are now going to learn about the questions you will be asked if you call 999.

Please ask a parent, friend or relative to help you practice answering these questions.



Question: What's the address of the emergency?

This means:

What is the address where help is needed?

If the accident is at home, tell the call taker on the phone where you live.

If you are not at home try and look for a street name or building name so the call taker knows where you are.



Question: What's the number you are calling from?

Or

Can you verify the telephone number you are phoning from?

Tell the call taker the number you are calling from.



Question: Tell me exactly what's happened?

This means:

What is wrong with the person you are calling about?

Tell the call taker why you have rung 999 and what has happened to the person.

Question: Are you with the patient now?

This means:

Are you with the person who is very unwell?

Tell the call taker if you are with the person who is badly hurt or very unwell.



Question: How old is he or she?

Tell the call taker how old the person is who is badly hurt or very unwell



Question: Is he or she awake?

Tell the call taker if their eyes are open and if they can talk to you.



Question: Is he or she breathing?

Tell the call taker if their chest is going up and down?

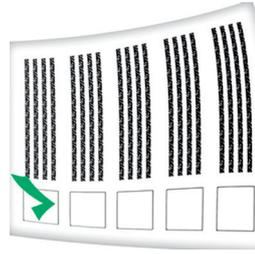


Other things which will happen



The call taker may ask you some other questions.

Try and answer them as best you can.



They will listen carefully to what you say and then decide if you need an ambulance.



If it is an emergency they will send an ambulance.



Before the call ends, the call taker will ask you for your name.



If you do not need an ambulance the call taker will tell you what to do.

Other things which will happen

If an ambulance is coming.

Stay calm



Phone 999 again if the person gets more ill



Stay with the person until the ambulance arrives



Pick up their medication if you can



Find out the name of the person's doctor if you can



Put pets somewhere safe where they will not be in the way



Open the door and wave to the ambulance when it comes



Test Yourself

Test yourself about what you have learned about the Ambulance Service

Draw a circle around the right answer

1. What is the number you should call in an emergency? 911 999 100

2. Does it cost anything to ring 999? Yes No

3. Finish the sentence:

“You should only ring 999.....
to see a dentist”
in an emergency”
when you’ve grazed your knee”

4. How would you know if someone is breathing?
Their chest is going
up and down?

they are not moving?

Their eyes are closed?



Answers:
1. 999 2. No, calls to 999 are free 3. In an emergency 4. If their chest is going up and down

Meet our staff



Meet Kim.

Kim is a paramedic.



Paramedics help people who are badly hurt or very unwell.

Kim had extra training, so she can help people who are very unwell



Meet Jack.

Jack works as an emergency medical technician.



Emergency medical technicians like Jack work with paramedics and help people who are badly hurt or are very unwell.



They also drive patients to hospital in an ambulance.

Meet Emily.

Emily is a call taker, answering 999 calls.



When you ring 999, a call taker like Emily will ask you questions, to find out what is wrong.



The call taker will listen carefully to what you say and decide if you need an ambulance.



Remember only call 999 in an emergency!

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



Test Yourself

‘Test yourself’ about what you have learned about the our staff

Draw a circle around the right answer

1. Finish the sentence

“Paramedics help people who are badly hurt or...

have lost their bag”
need a lift home”
are very unwell”

2. Who do emergency medical technicians work with?

Paramedics
Teachers
Bus drivers

3. Finish the sentence

“When you ring 999, the call taker
will ask you questions to find out ...

what the weather is like”
what is wrong”
what time it is”



Answers: 1. Are very unwell 2. Paramedics 3. What is wrong

We're here to help

We're here to help if you or someone you know is badly hurt or feeling very unwell.





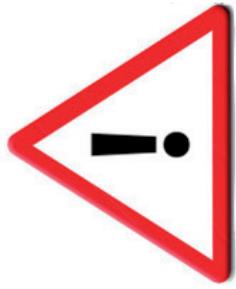
When an ambulance is going to an emergency, it will have flashing blue lights and a loud siren.



It can be scary when you hear the loud sirens and see the flashing lights.



The flashing blue lights and the loud siren help to warn people that an ambulance is coming



This helps the ambulance get to the person who is badly hurt or very unwell as quickly and as safely as possible.



Paramedics have big bags with them, because they need to carry things that help them do their job.



Don't be afraid of the things in the paramedic's bag. The paramedic may need to use them to help you feel better, if you are badly hurt or feeling very unwell.



If you are badly hurt or very unwell, you may need to go to hospital in the ambulance.



If you do need to go to hospital in an ambulance, a parent or carer can go with you.



Would you like to have a look inside an ambulance?



Please click on the ambulance (online only), to have a look inside:

Test Yourself



'Test yourself' about what you have learned about the our staff

Draw a circle around the right answer

1. Finish the sentence

"When an ambulance is going to an emergency, it will have flashing...."

red lights
blue lights

green lights.... and a loud siren.

2. Can you name any of the things in a paramedic's bag?



a

Stethoscope

Headphones

Earplugs



b

Pen

Water pistol

Syringe needle



c

Blood pressure monitor

CD player

Radio



d

Golf gloves

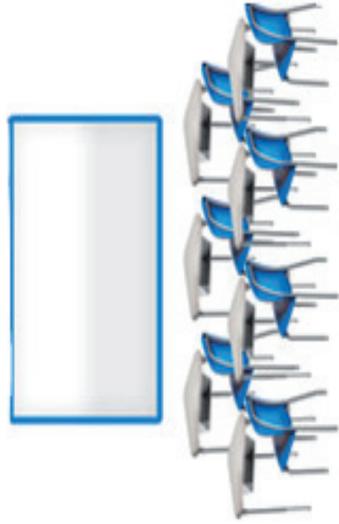
Medical gloves

Oven gloves

Answers:
1. Blue lights 2. a. Stethoscope, b. syringe needle, c. blood pressure monitor, d. medical gloves



Congratulations on working through all of the sections together.



We hope that you've learnt new information and had fun completing the activities.

Feedback form (learner)

Now that you've read through the booklets and completed the activities, we'd like you to tell us what you thought of them

	Excellent 	Very Good 	Okay 	Poor 
<p>Please tick</p> 				
<p>When should I call an ambulance?</p> 				
<p>Do you know how to call an ambulance?</p> 				
<p>Meet our staff</p> 				
<p>We're here to help</p>				

Should we change anything?

What did you learn?

Please send your completed form to: Welsh Ambulance Service, FREEPOST NAT 6805, Swansea, SA7 9ZZ (no stamp needed), or email

PPI.TEAM@wales.nhs.uk

Feedback form (facilitator/parent)

Now that you've read through the booklets and completed the activities, we'd like you to tell us what you thought of them

	Excellent	Very Good	Okay	Poor
Please tick				
When should I call an ambulance?				
Do you know how to call an ambulance?				
Meet our staff				
We're here to help				

Can you think of anything that we could do to make the booklets and activities better?

Any other comments?

Please send your completed form to: Welsh Ambulance Service, FREEPOST NAT 6805, Swansea, SA7 9ZZ (no stamp needed), or email

PPI.TEAM@wales.nhs.uk

