



Burgh Castle Volunteer notes: What to do in an emergency

Do not hesitate to call 999 in the case of a genuine life-threatening emergency, such as chest pain, shortness of breath, unconsciousness or serious bleeding.

If you believe a person needs to go to hospital, can they get there by car, public transport or taxi? They will not be seen any quicker at the hospital if they arrive by ambulance.

NEAREST HOSPITAL WITH A&E:

**James Paget University Hospitals NHS Foundation Trust,
Lowestoft Road, Gorleston, Great Yarmouth, Norfolk, NR31 6LA.**

Main switchboard number: 01493 452452

4 miles from Burgh Castle to the Hospital: About 10 minutes needed for the journey.

Directions to hospital (see also map on last page):

- Turn right out of the car park onto Butt Lane.
- Continue ahead to a mini-roundabout and take the first exit (New Road).
- At the next roundabout (junction with A143 Beccles Road) take the second exit.
- At the next roundabout take the 2nd exit.
- At the next roundabout take the 2nd exit.
- At the next roundabout take the 2nd exit.
- At the next roundabout take the 2nd exit.
- At the next roundabout (junction with A12) take the first exit over a 'light controlled' pedestrian crossing.
- At the next set of lights turn left into the James Paget Hospital.

SEE MAP AT END OF THIS DOCUMENT

In a medical emergency you should stay calm and dial 999.



You will be asked for some information, including:

- Details of what is wrong and what has happened
- The exact location of the incident:

Burgh Castle Roman Fort, Butt Lane, Burgh Castle, Gt Yarmouth

Nearest post code: NR31 9QF

Grid reference: TG 47964 04994 (car park)

- The phone number you are calling from
- Write your mobile phone number here:

If it is appropriate an ambulance response will be dispatched immediately, but you will be asked to stay on the phone so that the ambulance call-taker can give you medical advice on how best to help the patient. This will not delay the ambulance response.

There are a number of ways you can help the ambulance responder or crew before they arrive:

- Stay with the patient until the ambulance or rapid response vehicle arrives. Call back if their condition or location changes
- If you are not near the access road, get someone to wait by the road and signal where the response is required
- If you can, write down the patient's GP's details and collect any medication they may need
- Remember to stay calm - ambulance crews are there to help and violence towards them will not be tolerated.

A traditional ambulance may not be the first vehicle to arrive on scene. It could be:

- A Community First Responder
- A single crewed response vehicle with an emergency care practitioner, paramedic or emergency medical technician
- An air ambulance
- An emergency doctor



PLEASE REPORT ANY ACCIDENTS OR INCIDENTS TO THE TRUST

Non-emergencies

There are a number of other options for less seriously ill or injured people, including:

- Visiting local pharmacy:

The Co-operative Pharmacy
within Millwood Surgery
Mill Lane
Bradwell
Great Yarmouth
NR31 8HS
Tel: 01493 603573

Lloyds Pharmacy
77 Magdalen Way
Gorleston On Sea
Norfolk, NR31 7AA
Tel: 01493 655020

- Visiting the local GP:

South Quay Surgery
35-36 South Quay, Great Yarmouth, Norfolk , Great Yarmouth, NR30 2RG
Tel: 01493 843196
<http://www.southquaysurgery.nhs.uk>

Millwood Surgery
Mill Lane, Great Yarmouth, Norfolk, NR31 8HS
Tel: 01493 661549

NHS 111 Service for non-emergencies

The NHS 111 Service can be contacted free if you feel you need advice or reassurance about a health issue. All calls to NHS 111 are free from land lines and mobile phones.

- **For medical emergencies you should call 999.**

For more information on the East of England Ambulance Service have a look at their website: <http://www.eastamb.nhs.uk/>

