

### **Burnham Norton 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:**

The Queen Elizabeth Hospital  
Gayton Road  
King's Lynn  
PE30 4ET  
Tel: 01553 613 613

**Directions to hospital (see also map below):** 20.3 miles- about 35 minutes to Kings Lynn

- Turn left out of Friary site (towards Burnham Market village), and drive down Friar's Lane to T-junction.
- Turn right towards Burnham Market village
- Drive through village on B1155 (towards Stanhoe & Great Bircham)
- At Great Bircham follow the B1153 towards Flitcham
- Continue through Flitcham to junction with A148 – turn right onto A148 towards Kings Lynn
- At roundabout turn left onto A149
- Hospital is signposted at next roundabout.



**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:

- **Address:** Friary, Opposite Burnham Market School, Friar's Lane, Burnham Market
- **Nearest post code:** PE31 8JA
- **Grid reference:** TF 83821 42777

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

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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 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

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

- Visiting local pharmacy:

Sands Pharmacy

Market Place, Burnham Market, King's Lynn, Norfolk, PE31 8HD

Tel: 01328 738215

- Visiting the local GP or NHS walk-in centre:

The Burnhams Surgery

Church Walk

Burnham Market

Norfolk, PE31 8DH

Tel: 01328 737000

**Emergencies:** If you need to see a doctor or nurse in an emergency you can call the Surgery on 01328 737000 during opening times or the patient can be taken immediately to the Surgery if well enough to be moved.

- **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>