

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

17 miles from Ludham to the Hospital: About 35 minutes needed for the journey.

Go through Potter Heigham onto A149, toward Great Yarmouth. On the outskirts of Great Yarmouth follow signs to A12 Lowestoft (see separate map)

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:

ST BENET'S ABBEY
St Benet's Road off Hall Road
Ludham
Norfolk
Post code: **NR29 5NU**
Grid reference: **TG380 157**

- 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 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.

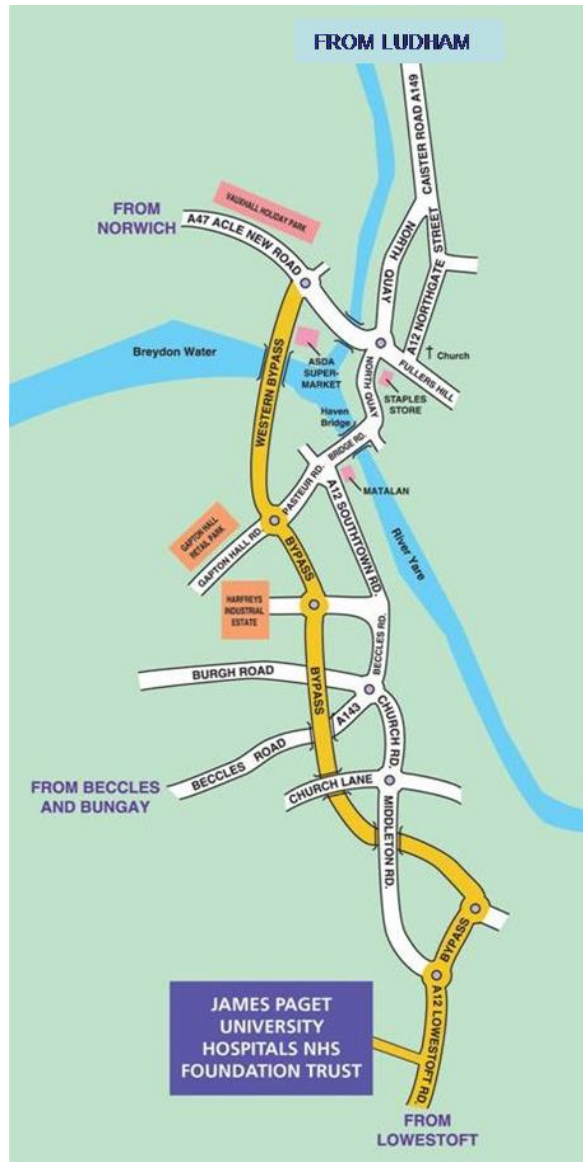
A traditional ambulance may not be the first vehicle to arrive on scene. It could be:

- 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

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

- Visiting local pharmacy:

Boots Pharmacy

68 High Street

Stalham

NR12 9AS

Tel: 01692580329

The Co-operative Pharmacy

The Medical Centre

Martham

NR29 4QG

Tel: 01493 740 388

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

Ludham Surgery, Staithe Road, Ludham, NR29 5AB Telephone: 01692 678611. All out of hours assistance is provided through the NHS 111 service. All calls to NHS 111 are free from land lines and mobile phones. Outside office hours if you telephone the surgery 01692 678611 a recorded message will tell you how to obtain medical assistance by contacting NHS 111

Anglian Medical Care provides the Out of Hours GP service for Ludham area, and access is via the NHS111 service. The NHS 111 Service also replaces NHS Direct and can be contacted free if you feel you need advice or reassurance about a health issue.

- **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/>

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