

Call 999 in a medical emergency. This is when someone is seriously ill or injured and their life is at risk.

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that aren't stopping
- chest pain
- breathing difficulties
- severe bleeding that can't be stopped
- severe allergic reactions
- severe burns or scalds

Call 999 immediately if you or someone else is having a heart attack or stroke. Every second counts with these conditions.

Also call 999 if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury.

If it's not a life-threatening emergency and you or the person you're with doesn't need immediate medical attention, please consider other options before dialing 999.

For example:

- self-care at home
- using the free AskFirst app available from Google Play Store or Apple Store
- calling NHS 111
- talking to your Community Pharmacist, Optician or Dentist

Choosing the best service for your needs will ensure that the ambulance service is able to respond to the people who need help the most.

