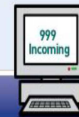


# Responding to your 999 calls Your at-a-glance guide



START →

CALL CATEGORY →

Examples →

AMBULANCE SERVICE RESPONSE →

PERFORMANCE SPEED (TIME) →

**Your 999 call received**  
we aim to pick-up calls within five seconds, and we assess the severity of the illness/injury and then allocate the call to either:

**'Red'**

**'Green'**

**'RED 1'**  
Time Critical  
defibrillator needed  
Immediately life-threatening  
.....  
E.g. Cardiac arrest

**'RED 2'**  
Time Critical  
Immediately life-threatening  
.....  
E.g. Chest pain / Unconscious

**'GREEN 1'**  
Serious clinical need  
Serious but not life-threatening  
.....  
E.g. Breathing problems / RTCs

**'GREEN 2'**  
Less serious clinical need  
Serious but not life-threatening  
.....  
E.g. Haemorrhage

**'GREEN 3'**  
Not an emergency  
Not life-threatening  
.....  
E.g. Sick / Unwell  
Abdominal pain

**'GREEN 4'**  
Not an emergency  
Not life-threatening  
.....  
E.g. Sick / Unwell

**FACE-TO-FACE RESPONSE FROM AMBULANCE CLINICIAN**  
Fast response vehicle **OR** double crewed ambulance **OR** community first responder

**TELEPHONE ASSESSMENT**

- Upgrade to Red 1 or 2 Green 1 or 2
- Refer to another source of help  
e.g. GP, District Nurse, Falls Team, NHS 111, Walk-in Centre, Pharmacy, Self Care
- Advice given

Within **8 min** to arrive on-scene from receiving call in 75% of cases

Within **19 min** Double crew ambulance arrives (for patients who need transport) in 95% of cases ('the Red19 target')

Within **20 min** from receiving call

Within **30 min** from receiving call

Within **20 min** from receiving call

Within **60 min** from receiving call

Although time is important, so is the treatment given. Our clinicians are more qualified and skilled than ever before to provide the best and most appropriate quality of care for our patients.