

Knowing your NHS

A comprehensive toolkit
of activities to support the
delivery of PSHE at Key Stage 3



Welcome to Knowing Your NHS

'Knowing your NHS' is a resource for educators, to help develop young people's understanding of NHS services and the appropriate ways to access them.

A flexible teaching tool for teachers

'Knowing your NHS' is designed to be delivered by teachers, using the supplementary notes provided. It contains everything needed to create stimulating sessions, which will engage students and promote lively debate.

This resource is particularly suited to 11-14 year olds, but the activities are easy to differentiate to suit older and younger pupils. Tasks are appropriate for delivery during PSHE time, or perhaps a wider class project or assembly, and can be adapted to reflect local services to make them relevant to students.

Learning Outcomes

The activities will:

- Help young people understand the different NHS services available
- Enable young people to effectively navigate the range of NHS urgent and emergency services available for their physical and mental health
- Help young people understand the variety of roles that exist in the NHS
- Help the NHS to develop its continuous process of involvement with young people

External speakers

If it can be arranged, the participation of an NHS professional will help enhance the overall learning experience for young people. Speakers could be arranged to join the classroom activity, as a class talk, or to speak to a larger group in a school assembly to complement any classroom activities.

Speakers will be able to add their experience of the NHS, offer insights and highlight the variety of careers available in the NHS – providing a direct opportunity to engage and answer questions from young people.

Listed on the right are two organisations that can help facilitate this engagement, but you may also have your own contacts in NHS services in your Local Authority area that could be approached to help. Each NHS trust will have its own policies and opportunities for outreach.

Inviting in External Speakers

Charities such as **Inspiring the Future** and **Speakers for Schools** offer free services to help schools invite in speakers to talk to school groups about their career, industry and life experience to help inspire young people.

Careers talks and activities:

Inspiring the Future bring to life interesting and exciting future careers for young people by connecting schools and colleges with volunteer professionals doing interesting and fulfilling jobs. Sign-up to invite in volunteers for classroom talks, careers days, CV workshops and more via www.inspiringthefuture.org

Talks from today's leading figures:

Speakers for Schools help state secondary schools inspire their students and broaden horizons through access to the insights, experiences and expertise of today's influential leaders through talks and more – free of charge. Speakers for Schools talks are more appropriate for larger groups or assemblies. Register your school at www.speakers4schools.org



Before you start

The activities outlined in this plan will help young people develop their understanding of the variety of NHS services available to them in their local area – discussing any experiences they’ve had of the various NHS services.

The activities are designed to encourage students to think about the types of NHS services usually provided in a local area. We have provided some introductory information on the various NHS services later in this guide. You can localise the information by researching the different NHS services available for young people in the area, or by inviting NHS speakers to talk about the NHS, their role and to share insights.

More information on NHS services can be found online at www.nhs.uk or www.england.nhs.uk.

Services for young people

‘Knowing your NHS’ provides an opportunity to mention other services, which can help young people or their families or carers with their concerns.

Childline is there to help anyone under 19 in the UK with any issue they’re going through. Whether it’s something big or small, trained counsellors are there to support young people. Childline is free, confidential and available any time, day or night. **0800 1111**
www.childline.org.uk

Young Minds champions the mental health and wellbeing of young people, and their families and carers. As well as online resources to promote good mental health, it offers opportunities and support for young people, and their families and carers to shape how mental health care is offered locally and nationally.

A free parent helpline is available Monday to Friday from 9.30am-4pm: **0808 802 5544**
www.youngminds.org.uk



Resources to help you prepare

A number of supportive resources and stimulus have been developed to help you deliver the activities. These include:

- Signs to be printed to set up ‘stations’
- A list of illnesses and injuries to be used as stimulus
- PowerPoint presentation slides to support delivery, comprising:
 - Images, charts and infographics, quiz and Information/worksheets for students.

Preparing the classroom

Some of the activities require an element of setup, including rearranging classroom furniture to create stations for a carousel style activity, but all activities have been designed so that they can be delivered with minimal resources and space available.

Activities and ideas

Learning Objectives:

- To help young people understand the different NHS services available
- To enable young people to effectively navigate the range of NHS urgent and emergency services available for their physical and mental health
- To help young people understand the variety of roles that exist in the NHS
- To help the NHS to develop its continuous process of involvement with young people.

Vocabulary:

Health, service, emergency service, urgent, mental health, nurse, psychologist, psychiatrist, dentist, doctor, paramedic, pharmacist, health care professional, psychotherapist, accident, injury, minor illness.

Starter ideas

NHS in 60 seconds

Challenge students to write all they can about the NHS in 1-2 minutes. This can include a description of what the NHS is, what it does, who works for the NHS, what the NHS means to you?

Name that job

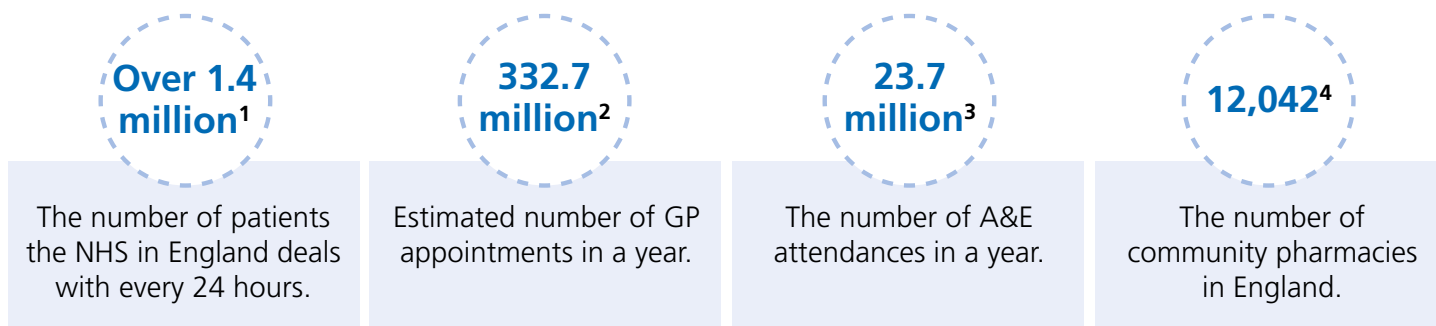
Give students one minute to write a list of as many different jobs within the NHS as they can. Then ask each student in turn to share one of the roles they have listed. They must not repeat a role that has already been mentioned.

The NHS and you

Encourage students to share their own (or a family member or friend's) experience of the NHS. What happened? Which NHS service(s) did they use?

The NHS in numbers

The NHS is the largest employer in England, and the fifth largest employer in the world. Over 1 million staff, in England alone, are employed to deliver services provided by the NHS. These statistics help to show the size and scale of NHS services. See if students can estimate the numbers before revealing the actual figures.



Your local NHS services (Resources: Guide to NHS services)

Students compile a list of their local NHS services; from memory, experience, or research. Write the name of each one on a post-it note and stick on the white board.

Review the post-its as a class and group the services that are similar. Challenge them to think of others that might have been forgotten.

Discussion ideas

What does the NHS look like? Resources: PPT slides

Explore the people in the NHS: How many people work for the NHS? What do they do? How has the workforce changed over the years? How big is the NHS compared with other employers?

Challenges facing the NHS. Resources: PPT slides

Discuss the potential impact of a growing population on the NHS: The rise in health spending, increased demands on services, what happens when people misuse NHS services?

Understanding NHS services. Resources: PPT slides

How many NHS services can students spontaneously name? Encourage students to recall and record their own experiences before sharing with the class – what services have they used previously? Use the infographic and the information on services provided later in this booklet to illustrate the range of services and the importance of using these appropriately.

Class activities

1) Know your NHS services

Resources:

- Table graphics
- Injury or illness scenarios
- Guide to NHS services (included in this booklet)
- Powerpoint slides

Set up

Set up nine tables and label each one as an NHS service from the list below:

- Self-care, www.NHS.uk, first aid
- Community Pharmacy
- GP Practice
- Dental Practice
- Children and young people's mental health (CYPMH) service; also known as Child and Adolescent Mental Health Services (CAMHS)
- NHS 111
- Urgent Treatment Centre (urgent care centre, walk-in centre, minor injuries unit)
- 999
- Emergency Department / Accident and Emergency (A&E)

Introductory task

Give each student or group of students one of the injury or illness scenarios. Challenge them to decide which service is appropriate to them and to go and sit at the relevant table.

Discussion

Discuss their reasons for selecting a service and encourage them to think about what would have happened in a real-life scenario. Prompt with questions such as:

- What was wrong with you?
- Why did you choose that service?
- How did you get there?
- What are the benefits of coming to this service?

Activity

Use the 'Guide to NHS services' found later in this booklet, and any information from your own research into local services, to explain the role of each of the NHS services.

Give students the opportunity to change tables. Decide as a group who has selected the right service and whether any could or should have considered alternatives.

Display the infographic to reinforce the purpose of each NHS service

Important Note:

There may often be more than one appropriate solution and most services can advise or treat multiple conditions. This activity is designed to increase student awareness of NHS services and help them make informed decisions about their health, now and in the future.

Extension

As an additional activity, the group could come up with their own illness or injury scenarios as part of a class discussion and add these to the blank template for use in this task.



Class activities

2) Spread the word

Resources:

- Mind mapping framework
- Table graphics/signs
- Guide to NHS services (included in this booklet)
- Powerpoint slides

Introductory task

In small groups, ask pupils to mind-map the ways that they keep up-to-date with things they are interested in. For example; music, sport, parties/gatherings, movies. Include the ways they pass messages onto and keep in touch with their friends.

Discussion

Groups can then share their thoughts as part of a class discussion to identify the media that are most important to them. If necessary, prompt students to comment on magazines and newspapers, radio, TV, mobile apps, email, websites and social media.

Activity

Students should list what they like about each method of communication and the advantages and disadvantages of using them.

Divide students into 9 groups and give allocate an NHS service to each. Ask them to think about how they might communicate about this service to their friends. Which media would they choose? What are the key messages? Encourage students to write or sketch key messages as they brainstorm their ideas.

Each group should then select one method of communication and illustrate how they would use it to tell young people about the NHS service they are representing. For example a group might design a poster or ad for social media, act out a TV commercial, or recreate an app.

Students present their idea to the class in less than a minute. The class can decide on the idea(s) that would most appeal to young people of their age.

Extension

If your students have been inspired by the work of NHS services, they may wish to find out more about the many varied and different roles and opportunities they offer.

Plenary Ideas

Guess the service. Resources: PPT slides

Read out descriptions of NHS services and ask students to correctly identify each one. Can you think of local examples?

Perfect match. Resources: PPT slides

Match the illness or injury to the most appropriate NHS service. Can you think of local examples of these services?

Who do I talk to about my health?

Resources: PPT slides

Look at these statements about your health. Which NHS services would you consider in each instance. Can you think of local examples of these services?

Session planning example

	Activity	Resources
Starter (5 mins)	NHS in 60 seconds	Pen and paper
Discussion (5 mins)	Challenges facing the NHS	PPT slides Did you know?
Activities (20 mins)	Know your NHS services <ul style="list-style-type: none">• Hand out injury cards• Discussion prompts to help students select the right NHS service• Full explanation of services• Students to switch tables if there is a better service to meet their needs• Assess whether they have made an appropriate choice	Illness or injury cards Guide to NHS services Infographic

Careers in the NHS

Health Education England aims to support people in education and at all stages of their career to discover more about the health roles that are available.

An initiative for Schools called **Step into the NHS** is dedicated to providing help and information to young people interested in working in the NHS and other health employers, in any one of over 350 careers on offer.

Step into the NHS provides information on what it is really like to work in health, how to get started in a career in the NHS and the training and study needed to qualify for different jobs. To find out more – visit www.stepintothensh.nhs.uk

A guide to NHS Services

When someone has an illness, it may not always be immediately obvious which NHS service is most appropriate to use. The severity of the condition may also determine the NHS service to use.

Most services can advise or treat multiple conditions and will be able to make sure that people get the right help when it's needed. However, it's important for young people to know about the different services that are available and to understand how they are used appropriately, to help them feel more confident when using them.

We have provided some introductory information on the various NHS services. More information can be found online at www.nhs.uk or england.nhs.uk.

NHS services in your area

The activities are designed to encourage students to think about the types of NHS services usually provided in a local area. It will be beneficial find out where services are in the local area and what they offer prior to the sessions.

If you have arranged for an NHS speaker, they will help share insights and experience about the NHS. Local NHS staff will be able to talk about local services and also the variety of roles available in the NHS.

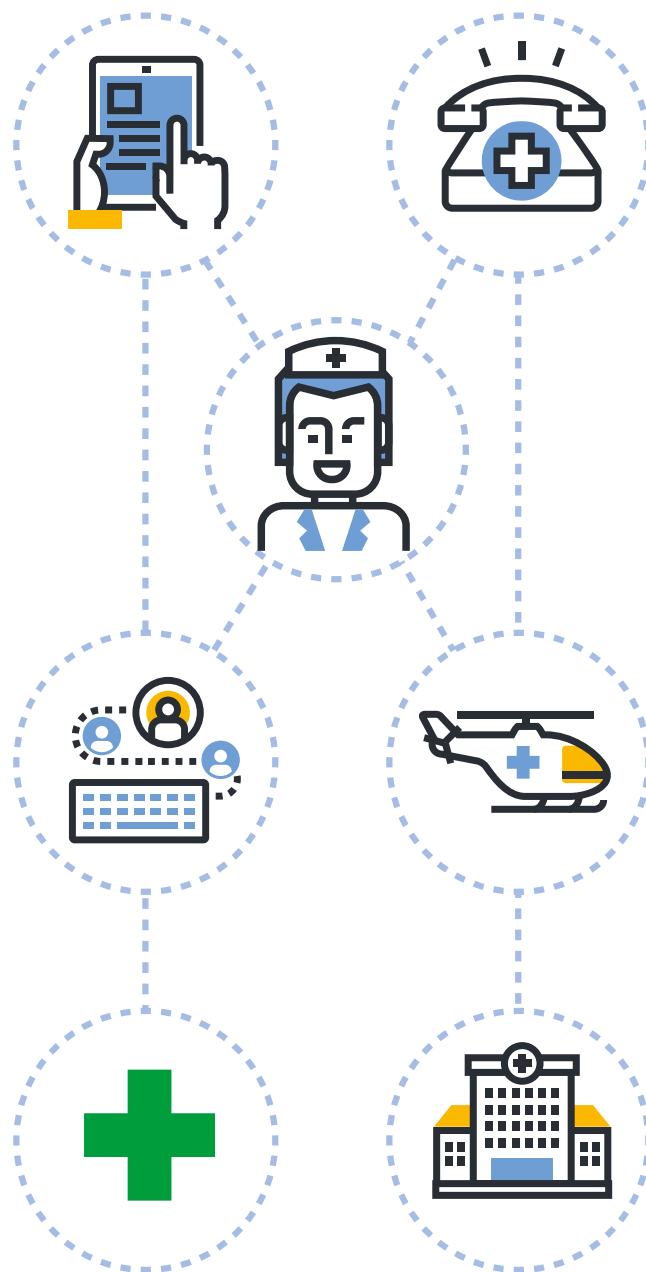
Children and young people under the age of 18 have rights in the NHS. The NHS Youth Forum have produced easy to understand guidance and resources for young people including the 'Youth Rights in Health Care' PDF booklet.

Youth Rights in Health Care (PDF)

www.england.nhs.uk/wp-content/uploads/2015/08/youth-rights-in-hlthcr-er.pdf

More information and resources from the NHS Youth Forum can be found here:

www.england.nhs.uk/participation/get-involved/how/forums/nhs-youth-forum



1. www.NHS.uk, self-care or first aid

About these services

Self-care starts with an individual taking responsibility for making daily choices about their lifestyle, such as brushing their teeth, eating healthily or choosing to exercise. This can help them stay well.

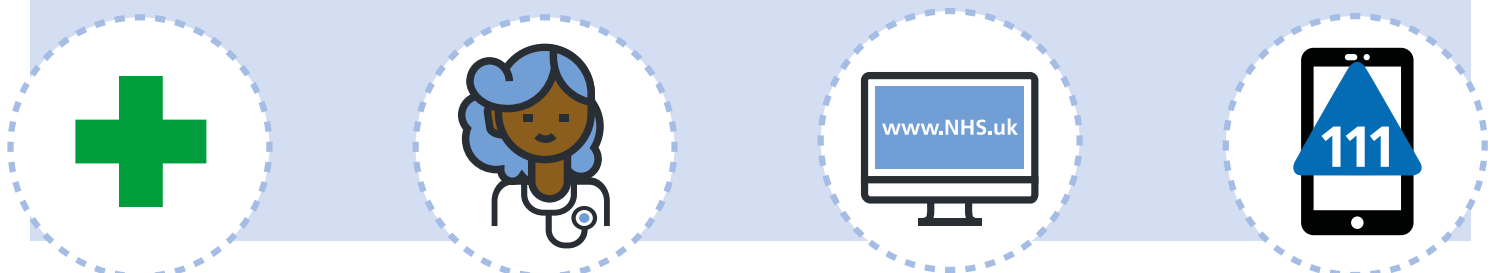
When to use these services

The vast majority of common minor illnesses or injuries can be treated at home by taking a rest, or using items from a first aid kit. www.NHS.uk provides a range of online information about health related issues, including mental health.



Think! Could you use a different service?

If someone cannot sort out the problem, or are worried, they should seek further help from other appropriate NHS services, like pharmacists, GPs or NHS 111. More information is provided later in this guide.



2. Community Pharmacy, Pharmacist

About these services

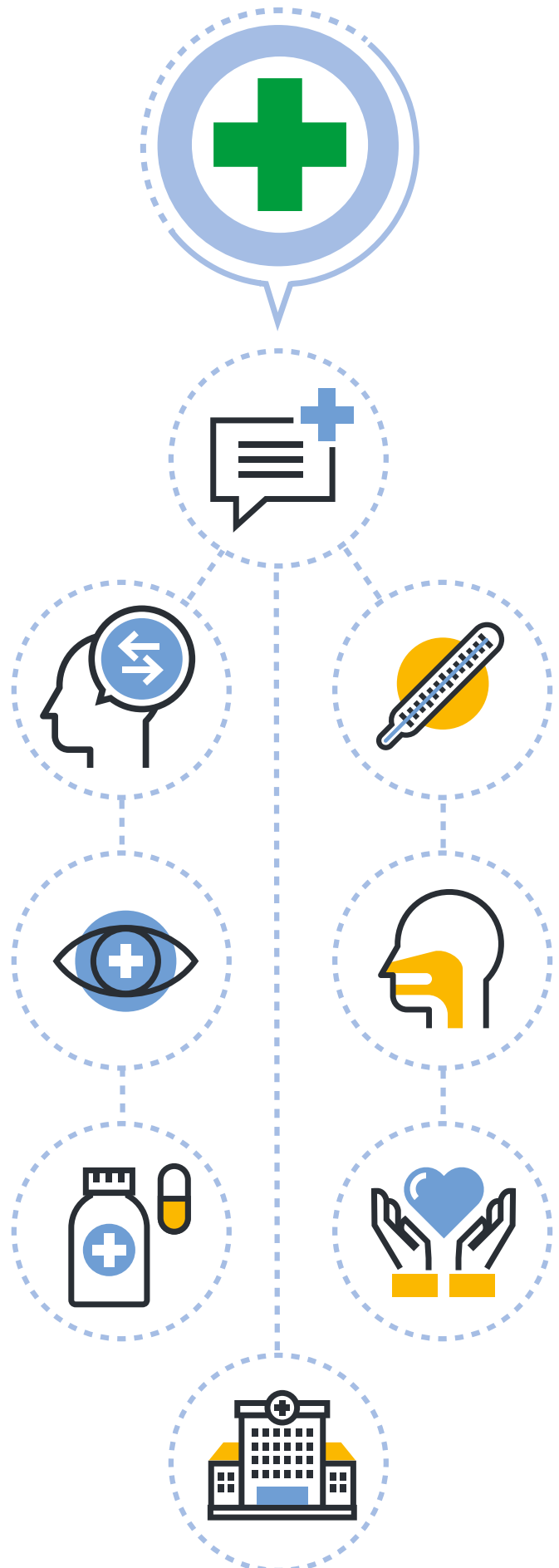
Pharmacists are highly trained health professionals and offer a wide range of health services. They can offer clinical advice for minor health concerns without having to book an appointment.

They are experts in medicines, and use their clinical expertise, together with their practical knowledge, to advise on common problems, such as coughs, colds, aches and pains, as well as healthy eating and stopping smoking. If symptoms suggest it's more serious, pharmacists will ensure that people get the right help.

How and when to use these services

Examples of some common minor illnesses that may be treated by a Pharmacist:

- pain, earache, headache
- coughs, colds and flu-like symptoms
- hay fever, bites and stings
- conjunctivitis (bacterial and allergic)
- strains and sprains
- skin complaints - eczema, sunburn, head lice, nappy rash
- stomach ache, indigestion, heart burn, reflux, constipation, vomiting, diarrhoea
- sore throat
- infant teething
- women's health problems, e.g. thrush, menstrual advice
- health promotion: diet, exercise, and information on staying healthy/ local services
- blood pressure checks
- smoking cessation support
- emergency contraception and contraceptive advice



3. GP (General Practice) Surgeries, GP or Doctor

About these services

Every person living in England can register with a GP practice. GP practices provide a variety of services for which an appointment will usually have to be made. GP practices are for patients with a physical or mental health problem and offer access to a range of health care professionals who work alongside GPs including nurses, midwives, health visitors, pharmacists, mental health workers, and increasingly the voluntary sector. GPs may also refer patients to specialists in other NHS services for treatment if they think it is clinically necessary.

Most GP practices now offer online services, making it possible for patients to book appointments, arrange repeat prescriptions and view their health records online. GP appointments are now also available locally during evening and weekends, and some practices also offer other ways to consult with a GP or health professional such as, online or by telephone.

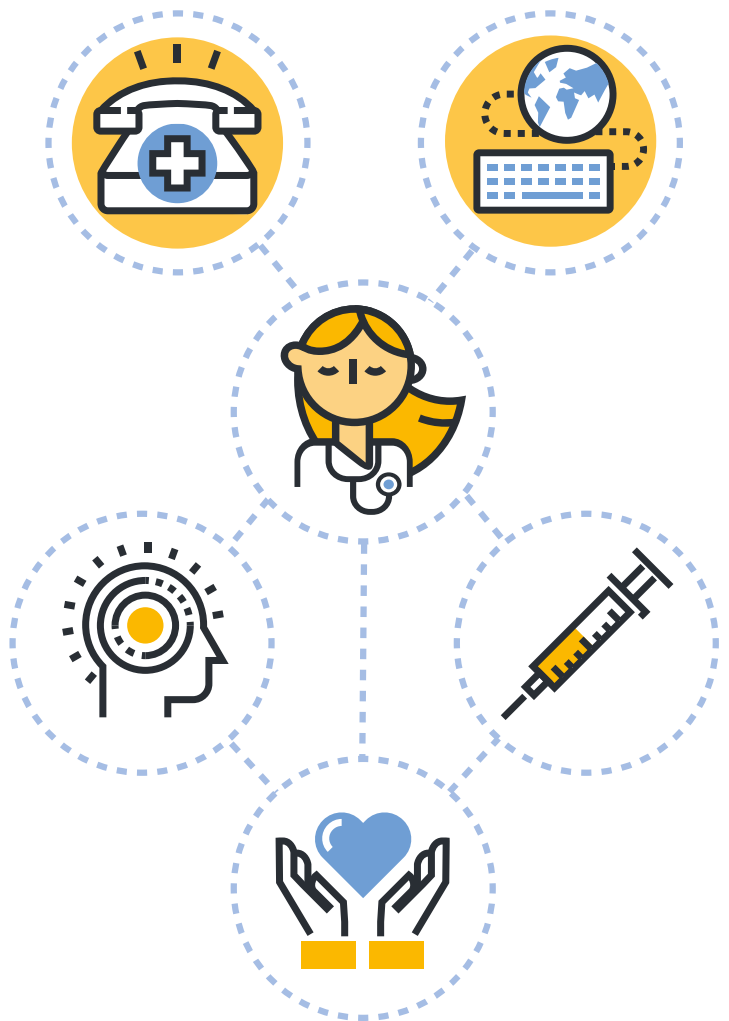
How and when to use these services

General practice supports patients of all ages from newborn babies to elderly people. GPs play a significant role in long term condition management particularly around cardiovascular disease, diabetes, respiratory illness and mental health problems, caring for these patients, often with input from other health care professionals through special clinics run in practice.

GPs also have a vital role to play in safeguarding vulnerable children and adults, and involving appropriate agencies.

Examples of the services GP practices provide include:

- advice and education on health conditions
- vaccinations and immunisations
- contraceptive services and advice
- minor surgery (e.g. for warts)
- smoking cessation services
- mental health and wellbeing
- treatment for chronic diseases such as diabetes, epilepsy and heart disease.



Think! Could you use a different service?

Before you make an appointment to see a GP, consider the alternatives. Your local pharmacy team can help you with minor health concerns and if symptoms suggest it's more serious, they'll ensure you get the help you need.



4. Dental Practice, Dentist

About these services

Everyone should register with a dental practice and should have regular check-ups. The time between check-ups can vary – about once every 6-12 months, but your dentist will decide when you should have your next check-up based on how healthy your teeth and gums are and your risk of future problems.

How and when to use these services

Leaving problems untreated could make them more difficult to treat in the future, so it's best to deal with problems early, or, if possible, prevent them altogether. If you have problems with your teeth between check-ups, you can contact your dentist to make an earlier appointment.

Examples of the services that dentists provide:

- mouth, gums and teeth examinations to check good health
- cleaning, fillings and removal of bad teeth

In an emergency, outside normal working hours, contact your dentist on its usual number and you will be told how to access emergency dental care.

Dental emergencies

If you have a dental emergency and are not registered at a dentist – then you should call NHS 111. More information is provided in the relevant section.



5. Children and young people's mental health (CYPMH) services

About these services

Children and young people's mental health services, which may also be known as Child and Adolescent Mental Health Services (or CAMHS) offer support and treatment for young people experiencing a range of mental health problems.

Just as we might become unwell from things like colds, or chickenpox, or suffer injuries which can take time to recover from, sometimes we also experience mental health issues like anxiety or depression, particularly if we've had experiences which have left us unhappy, very frightened or feeling like we can't cope. These can affect the way we live our lives and our relationships. Conditions like these are treatable and young people do recover from them. Treatment might include what is known as talking therapies, supported by a psychologist or mental health practitioner.

How and when to use these services

Sometimes young people experience serious mental health illnesses. Just as expert care is needed for serious illnesses like diabetes, expert care should be sought for mental health illnesses like eating disorders, and psychosis – which can cause frightening, unpleasant and unwelcome thoughts and experiences. These too can be treated and young people do recover from them.

Treatments may include medication, talking therapies, group or family therapy, physical treatment or a combination of some or all of them, supported by teams of staff that may include a psychologist, mental health nurses or psychiatrist as well as a range of other staff, often referred to as mental health practitioners, and including family therapists and psychotherapists. A young person who is very seriously ill may be admitted to a hospital ward, just as they would be if they were experiencing a serious physical illness.

How services are offered varies across the country and can be accessed in a variety of ways – directly, or via some of the services mentioned in these notes:

- **Through schools** – many schools are working closely with local CYPMH services to help young people get support quickly if they need it. Contact is usually through a nurse or named member of staff. Check to see what your school provisions are.
- Via the local **GP and GP practice**
- **Online** – many services have online portals which offer self-help, information, and ways to get in touch with them if you need to see someone to talk to
- **Direct** – services in many areas can be phoned or emailed directly, either by a young person, or a friend, or a family member or carer, or teacher. You won't need to go via a GP if you don't wish to. Where available, details will be online or through NHS 111 or they may have an app which describes how to get in contact.
- **Drop-in services** are becoming more common and allow the young person to go along without an appointment to speak to someone, or get advice or information. Support groups may also be available.
- **NHS 111** can provide advice and support on mental health just as it does physical health. This includes what to do, who to contact and where to go if someone is experiencing severe distress and is wanting or has tried to harm themselves. NHS 111 can also assess whether A&E or an ambulance is needed.
- **A&E** – if someone is very distressed or ill, or has harmed themselves or is thinking about harming themselves, including talking about suicide, that is what is known as a crisis. This is an emergency and help is available through A&E. There may also be local crisis support services in your area.

We all have mental health

It's common for people to feel anxious when we're talking about our health, or embarrassed or scared that we might need to talk about something private. It's worth remembering that just as we need to tell our doctors when something hurts after an injury, it's also important to describe what we're feeling when we talk about mental health. It's not a sign of weakness to feel frightened or upset, or to cry. It's just how we feel and we all have mental health so staff will understand.

For more information

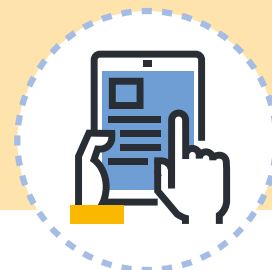
Information on mental health, including resources for teachers can be found via:

Rise above

<https://campaignresources.phe.gov.uk/schools/topics/rise-above/overview>

Young Minds

<https://youngminds.org.uk/resources/school-resources>



6. NHS 111

About this service

'111' is the number to call for urgent medical help - whether it's physical or mental health related – when help is needed fast and it's not a life threatening emergency. NHS 111 is free to call (from both landline and mobile) and available 24 hours a day, 365 days a year.

When NHS 111 is called, a call adviser will ask for some basic information such as where the caller lives, their name and date of birth and GP to access medical details if possible. It is very important for the service to collect this information in the event that an ambulance is needed. The call adviser will ask more detailed questions to gain as much information about the patient's condition as possible in order to decide what action should be taken. This could be a consultation with a clinician; emergency ambulance dispatch; dispatch of another service (GP visit, community nurse or other health care professional); or no further action may be required. If necessary an adviser must seek advice from a supervisor on what action is appropriate.

The patient will have a consultation on the telephone with a medical professional (e.g. GP, dentist, nurse or other healthcare professional) if needed, and if required the medical professional can book an appointment for the patient near where they live.

If it's determined the patient's condition is not serious, but help is still needed, a call back by a GP or other health professional can be arranged.

Medical professionals can access a patient's health records, to make sure that they make the best decision for them to get the right care and treatment straight away. If a prescription is needed, then one can be arranged with advice about collection.

When to use this service

NHS 111 provides the following:

- access to urgent medical help via free-to-call telephone number
- call answered by a call adviser who will ensure you get the right help
- consultation with a clinician (if needed), which could be a GP, dentist, nurse/ mental health nurse, pharmacist or other health care professional
- direct booking into a face-to-face service if necessary after clinical consultation – this could be at an Urgent Treatment Centre, GP or other NHS service
- electronic prescription for collection of medication if required
- self-help information



7. Urgent Treatment Centre

About this service

Urgent Treatment Centres are being introduced across the country replacing the range of different services currently available, to deliver a consistent urgent care service for serious but not life threatening conditions. In areas where Urgent Treatment Centres have not been implemented the existing urgent care services may be referred to under different names, for instance - urgent care centres, walk-in centres or minor injuries units, and each may offer different levels of service locally. They may be on a hospital site, or offered elsewhere in a local area. As names of the services may differ across the country, educators should conduct some research to find out more about the services provided locally.

Urgent Treatment Centres are staffed by experienced health professionals who deal with patients who require urgent help for injuries or illnesses which are not serious or life threatening. The waiting time in Urgent Treatment Centres is usually shorter than in A&E departments.

Urgent Treatment Centres are part of locally integrated urgent and emergency care services working in conjunction with the ambulance service, NHS 111, local GPs, hospital A&E services and other local providers. They do not replace local GP or the hospital services but complement them and the opening times may vary to meet local demands.

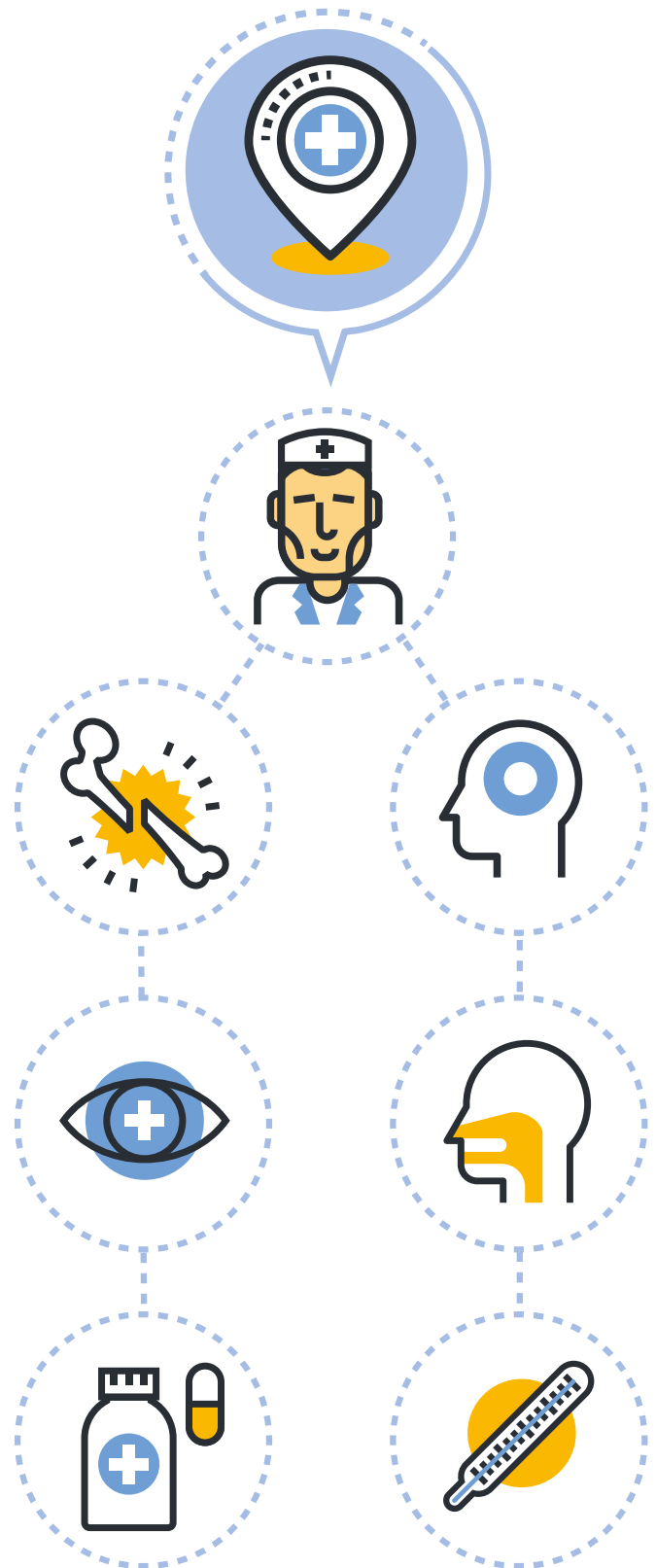
When to use this service

Examples of the types of conditions that Urgent Treatment Centre's might handle include:

- suspected broken limbs
- minor head injuries
- minor scalds and burns
- ear and throat infections
- skin infections and rashes
- eye problems
- feverish illness in adults or children
- abdominal pain
- emergency contraception

Remember

If you have an urgent medical need, calling NHS 111 will see you get the right help - if necessary they can book you into an Urgent Treatment Centre, GP or other local NHS services.



8. Emergency Department / Accident and Emergency (A&E)

About this service

A&E departments are open 24 hours, seven days a week, but not all hospitals have an A&E department. You can find out more about emergency services available in your area via www.nhs.uk. Alternatively, many hospitals have their own website and generally describe the urgent and emergency care services they offer.

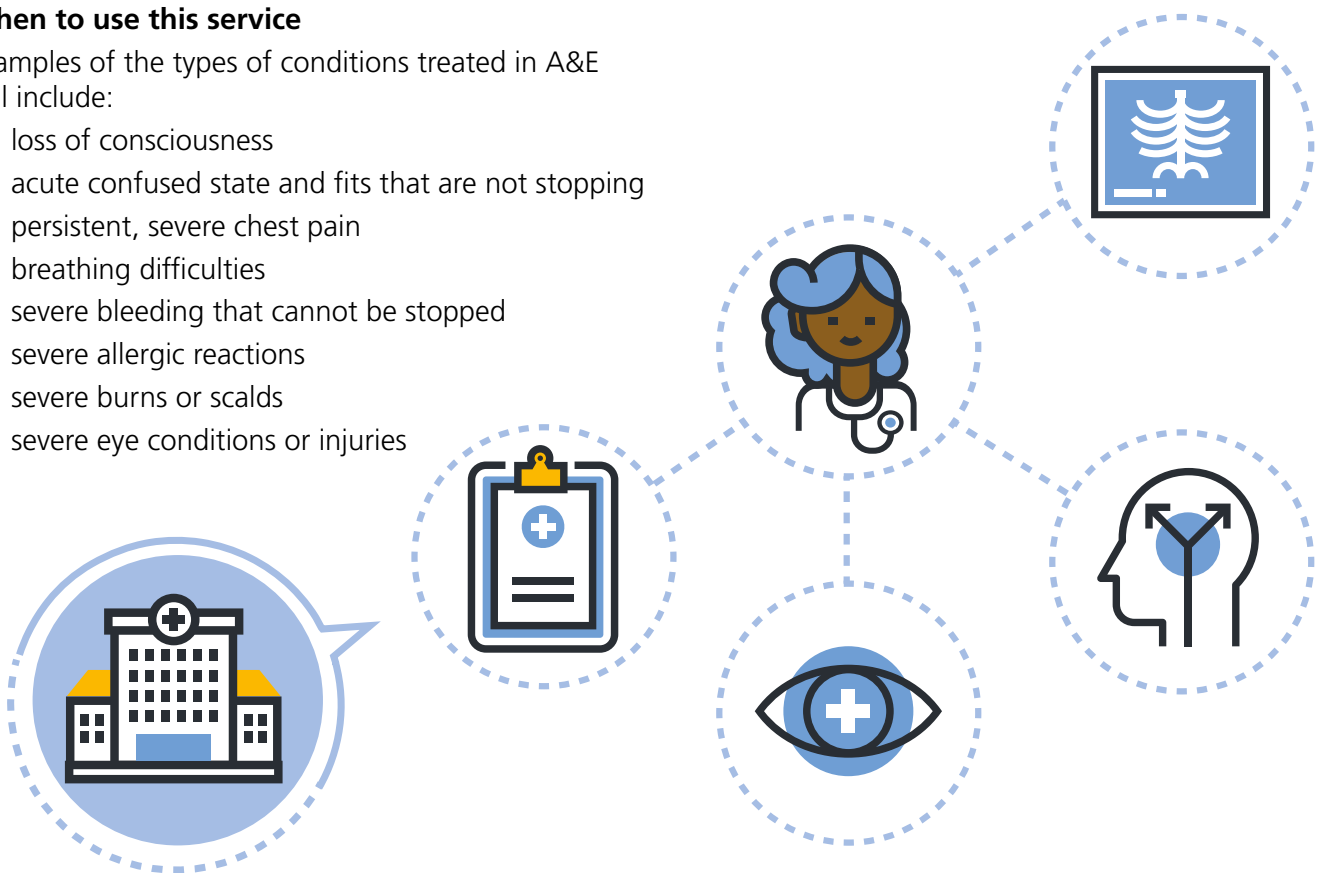
A&E departments are there for those that require immediate hospital attention, when life is at risk or due to a serious illness or injury. If you or someone is experiencing sudden chest pain, breathlessness or severe pain elsewhere in the body, then 999 should be called for an ambulance to A&E.

Patients are assessed on arrival and given a priority level. Therefore, those who attend with a problem that does not need emergency treatment might be allocated a low priority and may wait some time to see a doctor, a nurse, or be referred to an Urgent Treatment Centre (urgent care centre, walk-in centre, minor injuries unit) – this may be on the hospital site, or elsewhere locally.

When to use this service

Examples of the types of conditions treated in A&E will include:

- loss of consciousness
- acute confused state and fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds
- severe eye conditions or injuries



Think! Could you use a different service?

If you have a condition which has been present for two or three days, or which is a minor nuisance, then NHS services, such as Pharmacy, GP practice or NHS 111 will be more appropriate for you.



9. 999

About this service

When '999' is dialled, the caller will get through to a National Telephone Operator, who asks, "Emergency, which Service do you require, and what is your telephone number?" If the caller says "Ambulance" the operator will put them through to an Emergency Medical Dispatcher in the Ambulance Control Room and the caller will be asked what their telephone number is.

The Emergency Medical Dispatcher is not a nurse or a doctor but they are specially trained to get help where it's needed as fast as possible. The Emergency Medical Dispatcher will ask a number of questions. Callers should answer them patiently and clearly as they will all help to get assistance as quickly as possible.

The questions include:

- *Where are you?*
If you know the address of where you are then this is what you should give. If not think about what is around you – is there a school, church, pub or park?
- *What has happened and are you OK?*
- *How many people are hurt?*
- *Do you know how old they are?*
- *Is the person able to talk?*
- *Can you see his/her chest rising or feel air on your cheek when you put it close to their face?*

Stay on the line for advice

The Emergency Medical Dispatcher may need to keep talking to you to tell you what to do, to get more information or to confirm where you are. DO NOT HANG UP.

Sending an ambulance

Calls to 999 are assessed to ensure the best, high quality, most appropriate response is provided for each patient first time. If the patient requires an emergency ambulance, one will be dispatched. Sometimes a Rapid Response Vehicle may be sent ahead, they are quicker at getting through traffic or large pedestrian areas. Rapid responders may be sent to a patient ahead of an ambulance and are able to start emergency treatment without the help of an ambulance crew. If you have someone with you ask him or her to stand somewhere safe and visible to the services so they can direct the crew to the patient.

Treatment at the Scene

When the crew arrives someone should explain what has happened. They will then take over looking after the person who is hurt and will continue to treat the patient as they decide what to do.

Remember in an emergency:

Stay calm. Do everything you can to help the person, but don't put yourself in danger.

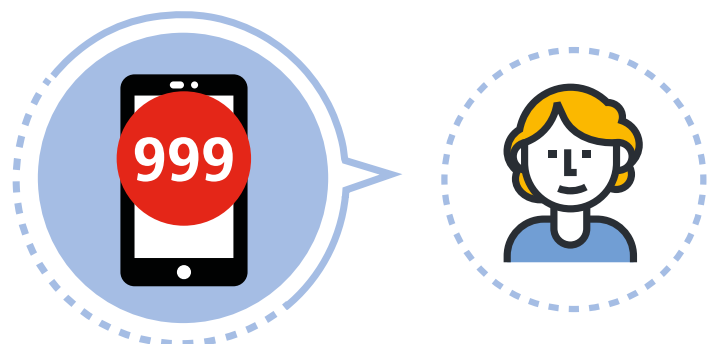
You can contact emergency services via SMS if you are deaf, hearing impaired or have a speech impediment. Visit: www.emergencysms.org.uk/ for more information or to register your phone.

How and when to use this service

'999' should be called for an ambulance when it is life threatening or it is obvious that you or another person is seriously ill and in need of immediate emergency care.

Here are some examples of situations when '999' should be called:

- suspected stroke or heart attack
- loss of consciousness
- an acute confused state
- fits that are not stopping
- persistent, severe chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds
- major trauma (often the result of a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious head injury).



To find out more, and for resources and further information for educators, visit:

NHS

www.england.nhs.uk

www.nhs.uk

Health Education England

www.hee.nhs.uk

www.stepintothenhs.nhs.uk

Public Health England

www.campaignresources.phe.gov.uk/schools

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¹ The NHS in numbers: <https://www.nhs.uk/about/nhs-facts/>

² GP Appointments: QResearch estimates for NHS Digital with forecasts. (2016/17)

³ NHS England <https://www.england.nhs.uk/statistics/statistical-work-areas/ae-waiting-times-and-activity/ae-attendances-and-emergency-admissions-2017-18/>

⁴ General Pharmaceutical Council data - (2018)