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Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

# What happens when you call 999



This leaflet will help people living with dementia and their families when they need to call 999 for a medical emergency.

- When you call 999 someone will ask you **“which service do you want?”**
- Say **“ambulance”**
- They will put you through to talk with someone at the ambulance control centre



Please try and stay as calm as you can. We need to ask the following questions to find out what's happened.

If you want to, please tell the call taker you are living with dementia.



The person will ask you  
**“What’s the address  
of the emergency?”**

They will then ask you to  
**repeat** the address.

**“What’s the number you are calling from?”**

They may ask you to **repeat** your telephone number.

If you call from a landline, our system may recognise your telephone number and address.

If you are calling about someone else, they will ask you.

**“Is the patient  
conscious?”**

**“Is the patient  
breathing?”**

This is for us to identify straight away if the patient’s condition is life threatening.



**“Ok, tell me exactly what’s happened?”**

You will need to tell them what is wrong with the person you are calling about

**“Are you with the patient now?  
How old are they?  
Are they awake?  
Are they breathing?”**

- The person may ask you some other questions
- Try and answer them as best you can
- It's OK to say you don't know
- The person will listen to what you say and then decide if you need an ambulance



- If it is an emergency they will send an ambulance, or a paramedic or nurse will ring you back
- If you do not need an ambulance they will tell you what to do
- Before the person ends the phone call they will ask you for your name

If an ambulance is coming...

- Stay calm
- Phone 999 again if the person gets more ill
- Stay with the person until the ambulance arrives
- Pick up their medication if you can



- Find out the name of the person's doctor if you can
- The person may have a Message in a Bottle (which is often found in the fridge), This is Me document or other notes about their dementia, which may help the ambulance crew
- Put pets somewhere safe where they will not be in the way
- Open the door and wave to the ambulance when it comes

# Information about you

You may want to fill in this sheet, tear it out and put it somewhere safe, for example, on the fridge or by your telephone. This is the information we will need to know about you if an ambulance needs to be sent.

Your name:

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Date of birth:

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Telephone number:

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Address:

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**Notes:** It will be helpful to include the name of your GP surgery, information about your dementia, and any medicines you take. You may also want to put information here about anyone else who lives at your address, and any helpful numbers.

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For further information and support about dementia, please contact:

- Alzheimer's Society Cymru 0300 222 11 22  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- Wales Dementia Helpline 0808 808 2235