



**St John**

Here for Life

## Requesting an ambulance

### Typical responses to patient clinical conditions

Urgency	Examples include but are not limited to	Response	Additional information
<p>Immediately life threatening.</p> <p><b>Call 0800 262 665</b></p>	<p>Cardiac arrest, severe shortness of breath, severe shock, unconscious, ST elevation myocardial infarction.</p>	<p>An ambulance will be dispatched immediately with lights and sirens.</p>	<p>The average response time is 10 minutes.</p>
<p>Urgent but not immediately life threatening.</p> <p><b>Call 0800 262 665</b></p>	<p>Chest pain without signs of ST elevation myocardial infarction, pneumonia without severe shortness of breath, severe pain, acute stroke.</p>	<p>An ambulance will be dispatched immediately at normal road speed.</p>	<p>The average response time is 20 minutes. The crew will use lights and sirens if there are traffic delays. Call back if the patient's condition worsens significantly.</p>
<p>Not urgent.</p> <p><b>Call 0800 262 665</b></p>	<p>Soft tissue infection without signs of septic shock, fractures without distal limb ischaemia or abdominal pain without signs of shock.</p>	<p>An ambulance will be dispatched when available.</p>	<p>The average response time is 30–60 minutes. Call back if the patient's condition worsens significantly.</p>