



St John

Here for Life



Calling an ambulance?

Healthcare professionals should use 0800 262 665

Urgency	Examples include but are not limited to (clinical judgement is required)	Response and other info
Immediately life threatening. 0800 262 665 Press 1	<ul style="list-style-type: none">› Cardiac arrest› Severe shortness of breath› ST elevation myocardial infarction (STEMI)› Severe shock› Unconscious› Acute stroke (onset within 3 hours).	<ul style="list-style-type: none">› Prioritised like a 111 call.› Next available ambulance will respond under lights and sirens.› This may result in an ambulance being taken off another incident.
Urgent but not immediately life threatening. 0800 262 665 Press 2	<ul style="list-style-type: none">› Moderate shortness of breath› Chest pain without STEMI› Altered level of consciousness› Abdominal pain with abnormal vital signs› Limb injury with significant deformity.	<ul style="list-style-type: none">› Next available ambulance at road speed if no life-threatening incidents waiting.› Crew may elect to upgrade if they anticipate response delays, for example caused by traffic.
Not urgent – safe to wait. 0800 262 665 Press 2	<ul style="list-style-type: none">› Mild shortness of breath› Limb injury without compromise› Infection without systemic signs› Abdominal pain with normal vital signs.	<ul style="list-style-type: none">› An ambulance will be dispatched as soon as one is available.› Where safe to do so these patients should be encouraged to take private transport.