Role-play card - practise

Calling

999.

**The scenes**

There are four scenes below, each based around a different emergency situation. The role plays are on the following first aid skills: unresponsive and breathing, poisoning/harmful substance, stroke and severe allergic reaction.

**Staging and prop suggestions**

You will need a prop to represent a phone for the helper and a desk and a prop to represent a phone and a computer for the call handler. For the severe allergic reaction role play you may wish to have a prop to act as the epipen.

**The roles**

Each role play consists of a helper and a call handler. The person being the call handler takes the brief role of the call operator at the beginning of each role play. Each role play starts on a separate page. Ensure that each person in the group has a chance to play the role of each character. Alternatively learners can read through the transcript and discuss it together.

Spend time getting in and out of role. For more guidance on how to do this see our guidance on creating safe, inclusive and supportive learning environments.

**Debriefing**

After learners have role played or read through the stories, spend some time debriefing. Give them space to share their thoughts and ask any questions they have. Remind them of the anonymous question box and where they can find further support if needed.

**Role play one – unresponsive and breathing**

Call operator: Hello, emergency services. Which service do you require? Fire, police or ambulance?

Helper: Ambulance

\*Call operator connects\*

Call handler: Ambulance service, what’s the address of the emergency?

Helper: gives address

Call handler: Can you give me the full address again just to confirm?

Helper: gives address

Call handler: Can I take a contact telephone number please?

Helper: gives telephone number

Call handler: Are you calling about yourself or someone else?

Helper: Someone else

Call handler: Are they male or female? *(The teacher confirms to the group that this is an important question for the remainder of a 999 call – for example if the person is female with abdominal pain the following questions would be different for a man with abdominal pain).*

Helper: Male

Call handler: What’s happened today?

Helper: Me and my mates have been celebrating our exams and we’ve had a bit to drink. My mate was being sick but now he’s on the floor and he won’t wake up.

Call handler: Is he responsive?

Helper: No – I said, he won’t wake up.

Call handler: Is he breathing normally?

Helper: Yes

Call handler: So he’s breathing nice and regularly?

Helper: Yes

Call handler: Is his breathing noisy?

Helper: No

Call handler: The ambulance is being organised for you now.

So the address we will be sending the ambulance to is: (*reads address back).* Can you confirm that’s correct?

Helper: Yes

Call handler: Is there any further information that will help the crew find the address?

Helper: No

Call handler: And is the scene safe?

Helper: Yes

Call handler: The ambulance is being organised right now, but I just need to ask you a few more questions but this won’t delay the ambulance reaching you. Okay?

Helper: Yes

Call handler: What I want you to do now is gently turn him onto his side supporting his head, can you do that for me?

Helper: Yes – we’ve put him on his side already.

Call handler: Well done. Now I want you to stay with him and make sure he keeps breathing all the time. Can you do that for me?

Helper: Okay

Call handler: And make sure he doesn’t get too cold or overheated?

Helper: Okay

Call handler: I want you to keep an eye on him. If he develops any new symptoms, his condition gets worse, changes or you have any other concerns, call 999 immediately and update us. Can you do that?

Helper: Yes

Call handler: And I don’t want you to call anyone else on this number in case we need to call you back.

Helper: Okay

Call handler: Is there anyone else there who can go and meet and direct the vehicle?

Helper: Yes

Call handler: Okay, great.

*(The call handler may ask some additional questions here about the scene/address)*

Is he still breathing nice and regularly?

Helper: Yes

*(Depending on the level of conversation with the caller the call handler may stay on the phone with the helper or they may choose to finish the call.)*

So you’re going to stay with him?

Helper: Yes

Call handler: Help is on the way and I’m going to leave you now but don’t forget if he develops any new symptoms, his condition gets worse, changes or you have any other concerns call 999 immediately and update us. Is that okay?

Helper: Yes

**Role play two – poisoning/harmful substance**

Call operator (teacher): Hello, emergency service operator. Which service do you require? Fire, police or ambulance?

Helper: Ambulance

Call handler: Ambulance service, what’s the address of the emergency?

Helper: gives address

Call handler: Can you give me the full address again just to confirm?

Helper: gives address

Call handler: Can I take a contact telephone number please?

Helper: gives telephone number

Call handler: Are you calling about yourself or someone else?

Helper: Someone else

Call handler: Are they male or female? *(The teacher confirms to the group that this is an important question for the remainder of a 999 call – for example if the person is female with abdominal pain the following questions would be different for a man with abdominal pain).*

Helper: Female

Call handler: What’s happened today?

Helper: She rang me and she sounded really funny – ...so I’ve come over and I think she’s taken some tablets.

Call handler: Is she responsive?

Helper: Kind of

Call handler: Can I speak to her?

Helper: No. She can’t speak to you

Call handler: Why is that?

Helper: She’s really sleepy

Call handler: Can she be woken up?

Helper: Yes, she’s awake.

Call handler: Is she fighting desperately for every breath?

Helper: No. She’s breathing fine

Call handler: You said she’s awake. Is she able to speak to you?

Helper: kind of……she’s being really funny.

Call handler: But she is awake?

Helper: Yes

*(Call handler is now satisfied patient is responsive and breathing)*

Call handler: What tablets has she taken?

Helper: The bottle says co-codamol, I think.

Call handler: And how many has she taken?

Helper: Looks like maybe about 15 or 16.

Call handler: Did she take them accidentally?

Helper: Yes. *(The teacher confirms to the group that if the answer here was no this would automatically trigger an ambulance. The call handler would then ask questions to determine if the patient was suicidal and if there was any level of risk to either the caller or the ambulance crew).*

Call handler: Has she coughed up any blood?

Helper: No

Call handler: Has she been sick?

Helper: ‘Carly- have you been sick?’ Yes, I think she was sick earlier, but I can’t see any in her room now.

Call handler: Was there any blood in the sick?

Helper: Carly, was there any blood it in? No, she’s shaking her head.

Call handler: Can you ask Carly if she’s been to the toilet and noticed any blood in her stool?

Helper: Okay… No, she’s shaking her head again.

Call handler: Has she got any pain in her throat?

Helper: No

Call handler: Has she got any pain in her chest?

Helper: No

Call handler: Has she got any pain in her back?

Helper: No

Call handler: Has she got any pain in her tummy?

Helper: No

Call handler: Does she feel like her heart is really racing in her chest or is it skipping beats?

Helper: I don’t know.

Call handler: You said she was being very funny. Does she seem confused or difficult to rouse?

Helper: Yes – she isn’t making any sense. *(This answer makes it clear that an ambulance is needed).*

Call handler: The ambulance is being organised for you now.

Call handler: So the address we will be sending the ambulance to is: (*reads address back).* Can you confirm that’s correct?

Helper: Yes

Call handler: Is there any further information that will help the crew find the address?

Helper: No

Call handler: And is the scene safe?

A: Yes

Call handler: The ambulance is being organised right now, but I just need to ask you a few more questions but this won’t delay the ambulance reaching you. Okay?

Helper: Yes

Call handler: What I want you to do now is gather together all of those medicines and packets and put them in a bag together with any other medicines or medical records and give them to the crew as soon as they arrive. Can you do that for me?

Helper: Yes

Call handler: Make sure she doesn’t have anything to eat or drink.

Helper: Okay

Call handler: And make sure she doesn’t get too cold or overheated.

Helper: Okay

Call handler: So you’re going to stay with her are you?

Helper: Yes

Call handler: Right, I want you to keep an eye on her and if she develops any new symptoms, her condition gets worse, changes or you have any other concerns call 999 immediately and update us. Can you do that?

Helper: Yes

Call handler: And I don’t want you to call anyone else on this number in case we need to call you back.

Helper: Okay

*(The call handler may ask some additional questions here about the scene/address)*

*(Depending on the level of conversation with the helper the call handler may stay on the phone with the caller or they may choose to finish the call.)*

Call handler: Help is on the way and I’m going to leave you now but don’t forget if she develops any new symptoms, her condition gets worse, changes or you have any other concerns call 999 immediately and update us. Is that okay?

Helper: Yes

**Role three – stroke**

Call operator (teacher): Hello, emergency service operator. Which service do you require? Fire, police or ambulance?

Helper: Ambulance

Call operator connects.

Call handler: Ambulance service, what’s the address of the emergency?

Helper: gives address

Call handler: Can you give me the full address again just to confirm?

Helper: gives address

Call handler: Can I take a contact telephone number please?

Helper: gives telephone number

Call handler: Are you calling about yourself or someone else?

Helper: Someone else

Call handler: Are they male or female? *(The teacher confirms to the group that this is an important question for the remainder of a 999 call – for example if the person is female with abdominal pain the following questions would be different for a man with abdominal pain).*

Helper: Male

Call handler: What’s happened today?

Helper: I’m in the park with my granddad and he’s not well. I think he’s having a stroke.

Call handler: Is he responsive?

Helper: Yes

Call handler: Is he breathing normally?

Helper: Yes. He’s breathing fine.

Call handler: Has he lost more than a mug full of blood in the last 20 minutes? *(no major trauma has occurred)*

Helper: No

Call handler: Can I speak to him please? (*checking level of response)*

Helper: I don’t think so. He’s speaking kind of funny. His speech has gone all slurry.

Call handler: But he is still responsive and breathing?

Helper: Yes

Call handler: Okay. Can I ask you to put your hand on his chest, back or stomach*,* and tell me what the temperature feels like please?

Helper: It’s warm.

Call handler: Is your granddad very pale, blue or a deathly colour?

Helper: He looks a bit pale

Call handler: Okay... (*questioning further)* is he very pale or blue?

Helper: No. Just a bit pale.

Call handler: Has he ever been diagnosed with a heart attack or angina?

Helper: No

Call handler: Has he got any pain in his chest, upper back or stomach?

Helper: No

Call handler: Has he got any pain in his arm, neck or shoulder?

Helper: No

Call handler: Has he got new difficulty raising both his arms?

Helper: Yes

Call handler: You mentioned his speech was slurred. Is that normal for him?

Helper: No

Call handler: And is his speech still slurred right now?

Helper: Yes

Call handler: Has he had a head injury in the last 7 days?

Helper: No…. I dunno . ‘Granddad, have you banged your head recently?’ I don’t think so. He seems to be shaking his head.

Call handler: Has he had those symptoms for more than 5 hours?

Helper: No, I told you it only just came on.

Call handler: The ambulance is being organised for you now.

So the address we will be sending the ambulance to is: (*reads address back).* Can you confirm that’s correct?

Helper: Yes

Call handler: Is there any further information that will help the crew find the address?

Helper: No

Call handler: And is the scene safe?

Helper: Yes

Call handler: The ambulance is being organised right now but I just need to ask you a few more questions but this won’t delay the ambulance reaching you. Okay?

Helper: Yes

Call handler: What I want you to do now is stay with him and if he becomes unresponsive or is unable to hold his head up, gently lay him down and turn him onto his side or support his head, can you do that for me?

Helper: Yes.

Call handler: And make sure he doesn’t get too cold or overheated?

Helper: Okay

Call handler: I want you to keep an eye on him and if he develops any new symptoms, his condition gets worse, changes or you have any other concerns call 999 immediately and update us. Can you do that?

Helper: Yes

Call handler: And I don’t want you to call anyone else on this number in case we need to call you back.

Helper: Okay

Call handler: Is he still breathing nice and regularly?

Helper: Yes

*(Depending on the level of conversation with the caller, the call handler may stay on the phone with the helper or they may choose to finish the call.)*

Call handler: So you’re going to stay with him?

Helper: Yes

Call handler: Help is on the way and I’m going to leave you now. Don’t forget if he develops any new symptoms, his condition gets worse, changes or you have any other concerns call 999 immediately and update us. Is that okay?

Helper: Yes

**Role four – severe allergic reaction**

Call operator (teacher): Hello, emergency service operator. Which service do you require? Fire, police or ambulance?

Helper: Ambulance

Call operator connects.

Call handler: Ambulance service, what’s the address of the emergency?

Helper: gives address

Call handler: Can you give me the full address again just to confirm?

Helper: gives address

Call handler: Can I take a contact telephone number please?

Helper: gives telephone number

Call handler: Are you calling about yourself or someone else?

Helper: someone else

Call handler: Are they male or female? *(The teacher confirms to the group that this is an important question for the remainder of a 999 call – for example if the person is female with abdominal pain the following questions would be different for a man with abdominal pain.)*

Helper: Male

Call handler: What’s happened today?

Helper: I’m out with my mate and he’s been stung by a bee. He’s allergic to them.

Call handler: Is he responsive?

Helper: Yes

Call handler: Is he breathing?

Helper: Yes

Call handler: Is he fighting desperately for every breath?

Helper: Yes, he’s struggling to breathe

Call handler: Does he have any rapid swelling of the lips, face, throat or tongue?

Helper: Yes

Call handler: Okay, the ambulance is being organised for you now.

So the address we will be sending the ambulance to is: (*reads address back).* Can you confirm that’s correct?

Helper: Yes

Call handler: Is there any further information that will help the crew find the address?

Helper: No

Call handler: And is the scene safe?

Helper: Yes

Call handler: The ambulance is being organised right now, but I just need to ask you a few more questions but this won’t delay the ambulance reaching you. Okay?

Helper: Yes

Call handler: Does he have an epipen which he is meant to use if this happens?

Helper: Yes, he’s already used it.

Call handler: That’s good. Well done. Is it helping him?

Helper: A bit

Call handler: Well done. Do you have any antihistamine available?

Helper: No… I don’t think so.

Call handler: What I want you to do now is make sure he sits as upright as is comfortable as that will help with his breathing, is that okay?

Helper: Yes, got it.

Call handler: Does he take any inhalers for his breathing?

Helper: No

Call handler: I want you to stay with him and if he has a fit or becomes drowsy or unconscious, gently lay him down and turn him onto his side and support his head, can you do that for me?

Helper: Yes.

Call handler: Don’t let him have anything to eat or drink.

Helper: Okay

Call handler: And make sure he doesn’t get too cold or overheated.

Helper: Okay

Call handler: I want you to keep an eye on him and if he develops any new symptoms, his condition gets worse, changes or you have any other concerns call 999 immediately and update us. Can you do that?

Helper: Yes

Call handler: And I don’t want you to call anyone else on this number in case we need to call you back.

Helper: Okay

Call handler: Is he still breathing?

Helper: Yes

*(Depending on the level of conversation with the caller the call handler may stay on the phone with the helper or they may choose to finish the call.)*

Call handler: So you’re going to stay with him?

Helper: Yes

Call handler: Help is on the way and I’m going to leave you now. Don’t forget if he develops any new symptoms, his condition gets worse, changes or you have any other concerns I want you to call 999 immediately and update us. Is that okay?

Helper: Yes