999 call.

**Call operator:** This is the emergency services what service do you need: fire, ambulance or police?

**Girl:** Ambulance, my mum is poorly

**Call operator:** Ok, I’m just connecting you now

**Call-handler**: Hello, this is the ambulance

**Girl**: My mummy is poorly

**Call-handler:** Is your mummy breathing?

**Girl:** I don’t know because I can’t wake her up

**Call-handler:** Where do you live?

**Girl:** [Tells the person on the phone her house number and street name, for example, 42 Long street]

**Call-handler**: Right, tell me exactly what’s happened

**Girl**: She’s falled on the floor and she spinned her head round.

**Call-handler**: How far did she fall?

**Girl**: Really far cos she’s really big.

**Call-handler**: What’s your name?

**Girl**: [says name]

**Call-handler**: OK, how old are you?

**Girl**: [says age]

**Call-handler**: Just go to your front door where you’d let the people in and go let the ambulance people in. Hello, is the ambulance people there?

**Girl**: Yep.

**Call-handler**: They’re there with you? OK, go and show them where your mummy is.

**Paramedic**: [Calling the woman’s name] Can you hear me?

**Call-handler**: Are there people there with you now? Are the people from the ambulance there with you?

**Girl**: Yes.

**Call-handler:** Ok, they will help you now ok? I’m going to put the phone down. The ambulance people will help you and take care of you. You did a really good job, well done.

**Girl:** Thank you, bye.

This is based on a real life phone call. The paramedics helped her mum and she recovered well.

## Debrief

### Was she right to call 999?

### What questions did the person on the phone (the call-handler and call-operator) ask?

### What information should someone be prepared to give?