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Ambulance - 999/111

Life-threatening emergencies

Call 999 in a medical emergency – when someone is seriously ill or injured and their life is at risk.

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that aren't stopping
- persistent, severe [chest pain](#)
- [breathing difficulties](#)
- severe bleeding that can't be stopped
- [severe allergic reactions](#)
- severe [burns or scalds](#)

Call 999 immediately if you or someone else is having a [heart attack](#) or [stroke](#). Every second counts with these conditions.

Also call 999 if you think someone has had a major trauma, such as after a serious road traffic accident, a stabbing, a shooting, a fall from height, or a serious [head injury](#).

NHS 111

NHS 111 is much more than a helpline – if you're worried about an urgent medical concern, you can call 111 to speak to a fully trained adviser.

The NHS 111 service is staffed 24 hours a day, 7 days a week by a team of fully trained advisers. They will ask questions to assess your symptoms and, depending on the situation, will then:

- give you self-care advice
- connect you to a nurse, emergency dentist or GP
- book you a face-to-face appointment
- send an ambulance directly, if necessary

- direct you to the local service that can help you best with your concern

When should I call NHS 111?

If you're worried about an urgent medical concern, call 111 and speak to a fully trained adviser. Alternatively try their online service - <https://111.nhs.uk/>

For less urgent health needs, contact your GP or local pharmacist.

Last update on Thursday 16 Aug 2018 by Alan Comber.