



North East Ambulance Service **NHS**

NHS Foundation Trust

# 999

## Life threatening emergency

Always call 999 if someone is seriously ill or injured and their life is at risk. Examples of medical emergencies include (but are not limited to):

- Chest pain
- Difficulty in breathing
- Unconsciousness
- Severe loss of blood
- Severe burns or scalds
- Choking
- Fitting or concussion
- Drowning
- Severe allergic reactions

# 111

## When it's less urgent than 999

If you urgently need medical help or advice but it's not a life-threatening situation.

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or need another NHS urgent care service
- You don't know who to call or you don't have a GP to call
- You need health information or reassurance about what to do next



# North East Ambulance Service **NHS**

NHS Foundation Trust

## Join us

### Recruitment

Email: [recruitment@neas.nhs.uk](mailto:recruitment@neas.nhs.uk)

### Membership Enquiries

Email: [members@neas.nhs.uk](mailto:members@neas.nhs.uk)  
Telephone: 0191 430 2263

## Volunteer with us

### First responders

Email: [firstresponders@neas.nhs.uk](mailto:firstresponders@neas.nhs.uk)

### Ambulance Car Service

Email: [acs@neas.nhs.uk](mailto:acs@neas.nhs.uk)

### Volunteer Porters

Email: [porters@neas.nhs.uk](mailto:porters@neas.nhs.uk)

## Contact us

### Headquarters

Telephone: 0191 430 2000

### Website

[www.neas.nhs.uk](http://www.neas.nhs.uk)

### Equality & Diversity

Email: [diversity@neas.nhs.uk](mailto:diversity@neas.nhs.uk)

### Public Relations

Email: [publicrelations@neas.nhs.uk](mailto:publicrelations@neas.nhs.uk)

### Press Office

Telephone: 0191 430 2099

## Our Services

### To book a first aid course

[www.firstaidneas.co.uk](http://www.firstaidneas.co.uk)  
Telephone: 0191 430 2050

## To make a complaint, a compliment or to leave a comment

[patientexperienceteam@neas.nhs.uk](mailto:patientexperienceteam@neas.nhs.uk)

[www.neas.nhs.uk/about-us/  
how-we-are-doing/complaints,-  
compliments-and-comments](http://www.neas.nhs.uk/about-us/how-we-are-doing/complaints,-compliments-and-comments)