

Green

Dispatch Surge Level 1

An ambulance response has been arranged for you and will be dispatched as soon as one becomes available.

C3 - We aim to make contact with you within the next 2 hours.

C4 - we aim to make contact with you within the next 3 hours.

To help reduce the spread of coronavirus, can we please ask, where possible, those on scene have a face covering to hand, to put on when the crews arrives.

In the meantime, a clinician may call you back whilst you wait to assess the situation further.

In an effort to keep our emergency lines available for the next call, we ask you to only call us back if the patient's condition worsens.

Amber

Dispatch Surge Level 2

An ambulance response has been arranged for you and will be dispatched as soon as one becomes available.

C3 - We aim to make contact with you within the next 2 hours.

C4 - we aim to make contact with you within the next 3 hours.

To help reduce the spread of coronavirus, can we please ask, where possible, those on scene have a face covering to hand, to put on when the crews arrives.

In the meantime, a clinician may call you back whilst you wait to assess the situation further.

In an effort to keep our emergency lines available for the next call, we ask you to only call us back if the patient's condition worsens.

Red

Dispatch Surge Level 3

An ambulance response has been arranged for you and will be dispatched as soon as one becomes available.

C3 - We aim to make contact with you within the next 2 hours.

C4 - we aim to make contact with you within the next 3 hours.

To help reduce the spread of coronavirus, can we please ask, where possible, those on scene have a face covering to hand, to put on when the crews arrives.

In the meantime, a clinician may call you back whilst you wait to assess the situation further.

In an effort to keep our emergency lines available for the next call, we ask you to only call us back if the patient's condition worsens.

Black

Dispatch Surge Level 4

An ambulance response has been arranged for you and will be dispatched as soon as one becomes available.

C3 - We aim to make contact with you within the next 2 hours.

C4 - we aim to make contact with you within the next 3 hours.

To help reduce the spread of coronavirus, can we please ask, where possible, those on scene have a face covering to hand, to put on when the crews arrives.

In the meantime, a clinician may call you back whilst you wait to assess the situation further.

In an effort to keep our emergency lines available for the next call, we ask you to only call us back if the patient's condition worsens.

Purple

Dispatch Surge Level 5

No Sends Please refer to the following documents located in the EMA folder on the E Drive.

SMP Purple & Black Script v1

SMP v3.0 No Send Exceptions

If Ambulance Response, read: Please listen carefully, I am arranging a response for you.

In an effort to keep our emergency lines available for the next call we ask you to only call us back if the patient's condition worsens.

We prioritise our responses to attend life threatening emergencies first.

C3 - We aim to make contact with you within the next 2 hours or as soon as an emergency response is available.

C4 - We aim to make contact with you within the next 3 hours or as soon as a response is available.