

**NHS**

**South Central  
Ambulance Service**  
NHS Foundation Trust



# South Central Ambulance Service NHS Foundation Trust



## Types of emergency calls



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



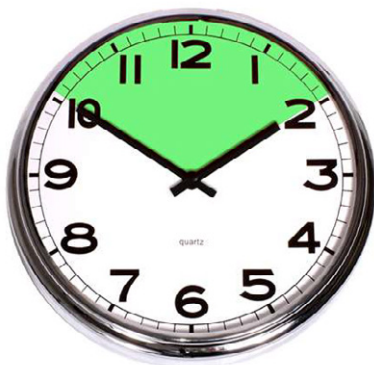
All 999 ambulance calls are given a category of call based on how unwell you are.

4

There are 4 category of calls.



Each category of call has its own timeframe for us to try and get an ambulance to you.



This means based on how serious your call is, you may get an ambulance quicker.

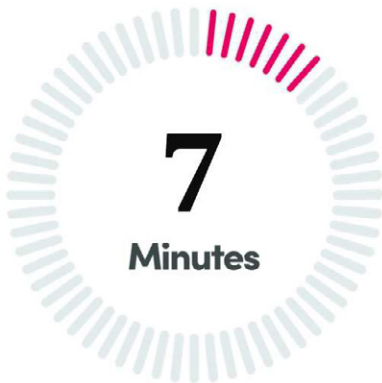
# Category 1 calls



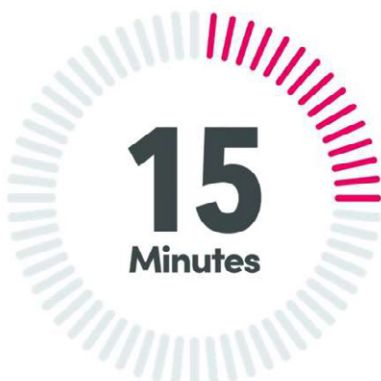
This category of the call is most serious.



It is time critical and life-threatening needing immediate intervention and/or resuscitation.



We are required to respond within an average time of 7 minutes.



And at least 9 out of 10 occasions within 15 minutes.

# Types of things categorised as Category 1 response



Cardiac arrest



Respiratory  
arrest



Airway  
obstruction



Unconscious  
with abnormal/  
noisy breathing



Ineffective  
breathing



Birthing  
complications



Active fitting



Active  
choking



Active  
drowning

# Category 2 calls



Potentially serious conditions.



This category of call may require urgent assessment, on-scene intervention and/or urgent transport.



We are required to respond within an average time of 18 minutes.



And at least 9 out of 10 occasions within 40 minutes.

# Types of things categorised as Category 2 response



Heart attack



Stroke



Major burns



Major  
blood loss



Diabetic  
emergencies



Major  
Trauma



Trapped in  
a car after  
car accident



Unconscious  
with normal  
breathing



Anaphylaxis

# Category 3 calls



Urgent problems that are not immediately life-threatening.



These calls need treatment to relieve suffering.



We are required to respond to calls of this nature at least 9 out of 10 occasions within 2 hours (120 minutes).



Patients may be treated in their own home or referred to a Healthcare professional for appropriate care.

# Types of things categorised as Category 3 response



Pain control



Severe mental health/  
risk of suicide



Concern for  
welfare



Overdose



COVID-19



Abdominal  
pain



Broken  
bones



Falls with an  
injury



# Category 4 calls



Problems that are not urgent but need clinical assessment face to face or on the telephone.



These patients may also need transport within a clinically safe timeframe.



We are required to provide clinical assessment at least 9 out of 10 occasions within 3 hours (180 minutes).

This will include emergencies such as:



- Falls with no injury
- Unexpected death where the patient is obviously deceased
- Minor injuries where the patient can't get themselves to hospital.