999 Operator Role Play

If you call 999, an emergency service operator will answer, they will ask you lots of questions to find out what has happened and how they can help you.

Using the example script as a guide, role play a 999 emergency call.

Scenario: You're out playing on your scooter with your friend. They're not wearing a helmet and fall off their scooter. They won't wake up and you decide to call 999.

Operator: Hello, emergency service operator, which service do you require?

Tell them if you need the ambulance, fire or police service.

Caller: Ambulance service

Operator: I'll connect you now.

The operator will now transfer you to the ambulance service.

Ambulance service: What is the location of the emergency?

Give your address if you can. If you're not sure then try to describe things you can see around you. Or use What3Words if you have the app.

Caller: My location is...

Ambulance service: What is the telephone number you're calling from?

Don't worry if you don't know the number, it is helpful for them to know in case they need to call you back.

Caller: My number is...

Ambulance service: Is the patient awake?

In this scenario, the patient is not awake.

Caller: They are not awake.

Ambulance service: Is the patient breathing?

You can tell if they are breathing by putting your hand on their chest near their heart and see if it goes up and down. In this scenario the patient is breathing.

Caller: Yes they are breathing.

Ambulance service: Tell me exactly what has happened?

Give as much detail as you can.

Caller: My friend has fallen off their scooter and they won't wake up. They weren't wearing a helmet.

Ambulance service: Help is on its way. Please stay on the phone, I am going to give you some advice to help your friend.

You wait on the phone until the Ambulance Service arrives. End call.