



GIG
CYMRU
NHS
WALES

Ymddiriedolaeth GIG
Gwasanaethau Ambiwylans Cymru
Welsh Ambulance Services
NHS Trust



999 Transforming Ambulance Services

**We're changing the way we deal
with our 999 calls**

Red Calls

Immediately life-threatening

We'll arrange the fastest response possible and we'll aim to get an ambulance to you within 8 minutes

Amber Calls

Serious but not immediately life-threatening

We'll provide bespoke care and treatment for your condition, ensuring you are cared for in the most appropriate way

Green Calls

Not serious or life-threatening

You may receive information and self care advice over the telephone

**Choose Well: only call 999 in serious or
life-threatening emergencies**

Not sure who to call for information about a health problem?
NHS Direct Wales is there to help 24 hours a day on 0845 46 47

Visit our website to learn more about what's changing:

www.ambulance.wales.nhs.uk



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