



Ymddiriedolaeth GIG
Gwasanaethau Ambiwllans Cymru

Welsh Ambulance Services
NHS Trust



Request the right type of transport
from the Welsh Ambulance Service



Step 1: Decide

Patients in a stable condition:
options include:

- Taxi
- Non Emergency Patient Transport Services (NEPTS)
- Urgent Care Services (UCS).

Acutely unwell patients:

- Emergency Ambulances (EAs).

Step 2: Call

Stable condition patients for hospital admission:

- Cwm Taf, Cardiff and Vale, Aneurin Bevan: **0300 123 9234**
- Betsi Cadwalader: **0300 123 9235**
- Powys, Hywel Dda, Abertawe Bro Morgannwg: **0300 123 9236**

Acutely unwell patients:

- call 999

Step 3: Information

Provide a Call Handler (non clinician) with relevant information:

- **Stable condition patients:** confirm details (e.g. address /destination) and agree collection time (1 to 4 hours)
- **Acutely unwell patients:** like all other 999 callers, answer protocol / audited questions to determine a priority for an Emergency Ambulance response.

Notes:

Step 1

- Please see overleaf for details of transport options.
- In periods of high demand (escalation) there will be a minimum 4 hour collection time for stable condition patients.

Step 2

- Note: there is limited availability of Emergency Ambulances.
- At any one time, there is a maximum of 104 Emergency Ambulances on duty across the whole of Wales.

Step 3

- Wherever possible, it is helpful for a Health Care Professional to make the call – enables the ability to request a discussion with a Welsh Ambulance Clinician.



What type of ambulance is required?



The Welsh Ambulance Service has 90 ambulance stations around Wales, each responding to emergencies and transporting patients to and from hospital.

This leaflet provides useful information on the types of vehicle in use and their different roles in responding to the varied needs of patients.

Type of response



Self Transport & Taxi

Some patients will have symptoms that do not need an ambulance to take them to hospital. These patients may be suitable to travel to hospital by other means because it is safe and more appropriate for them to do so. This could mean travelling with family, friends, using their own transport or by taxi, keeping emergency resources free to respond to life-threatening 999 calls in the community.



Non-Emergency Patient Transport Service Ambulance

NEPTS provide transport and care for patients with outpatient or day-hospital appointments or inter-hospital transfers. They do not respond to emergency calls but are able to provide safe transport for stable patients. Crews are trained to provide basic life support if necessary, and are able to monitor patients with in-situ cannula and/or syringe drivers. All NEPTS vehicles now carry an AED defibrillator.



Urgent Care Service Ambulance

UCS support the Emergency Medical Service to provide safe transport for stable patients requiring urgent transport or transfer. UCS crews can undertake emergency transfers where a medical or nursing escort is travelling with the patient. UCS crews respond to emergencies as first responders prior to the arrival of an emergency vehicle. They are equipped with Oxygen and a defibrillator and can monitor patients with in-situ cannula and/or syringe drivers. UCS staff don't administer GTN but may encourage a patient to self-administer if they experience chest-pain during transfer.



Emergency Ambulance

Respond to all types of emergency calls and can undertake urgent and emergency transfers for medically unwell patients. Can provide advanced life-support treatment, including intubation, defibrillation and a range of drugs.