



## Updated process for calling the emergency medical services April 2021

The process for calling the emergency services for medical emergencies (ambulances), has been changed. The UoN Emergency Number (internal phones 8888, mobile/external 0115 9518888) remains the emergency number for all instances.

University of Nottingham contact numbers for medical emergencies	
University Park King's Meadow Campus Jubilee Campus Sutton Bonington Campus	UoN Emergency Number: Internal phones 8888 Mobile/External phones 0115 951 8888)  (When 999 is used directly, inform UoN Security as soon as possible on the UoN Emergency Number)
Queen's Medical Centre (QMC)	2222
Nottingham City Hospital ( UoN buildings )	2222  (or 9-999, depending on casualty)
Derby Royal Hospital (UoN buildings)	2222

University first aiders are trained to provide emergency first aid to those who require it. Lists of local First Aiders are displayed throughout our buildings. All security staff also are trained First Aiders. In all medical emergencies a First Aider must be called to assess the incident and provide emergency lifesaving support. For suspected sudden cardiac arrests, AEDs are located throughout the campus and are held on security vans. All First Aiders are fully trained in their use.

In an emergency situation (imminent risk to life) First Aiders should call 999 directly in order to speak to the emergency services. This allows emergency phone operators to speak directly to the person with the casualty and to ask for information that can be passed onto the attending ambulance crews.

Where an ambulance is called directly, Security must be informed separately (as soon as possible) on the UoN Emergency Number. This allows Security to meet and escort the attending ambulance to the correct location as quickly as possible. This is obviously critical given the size and complexity of our campuses.

First Aiders are trained and competent individuals, therefore any requests, to Security on the UoN Emergency Number, for the emergency services to attend, will be actioned and taken at face value and a 999 call placed on behalf of the First Aider immediately.

It is important there is no delay in calling any of the emergency services (Fire, Police, Ambulance) if those at the scene consider it necessary for them to attend. Therefore, any member of the University community may call the emergency services directly on 999 but generally **for fire and security emergencies, it is required that UoN Security are informed first using the UoN Emergency Number**, they will then make the call on behalf of the University and provide assistance.