**RECEPTIONIST GUIDE TO DEALING WITH EMERGENCIES**

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| SYMPTOMS REQUIRING EMERGENCY ACTION | |
| * Chest pain **or** chest tightness (Chest pain lasting longer than 20 minutes **or**that is associated with sweating, shortness of breath or radiation to another part of the body) * Severe heart palpitations * Sudden onset of weakness, numbness **or** paralysis of the face, arm **or** leg * Severe breathing difficulties - can only speak in short sentences * Unconsciousness * Uncontrollable bleeding * Vomiting blood * Sudden collapse**or** unexplained fall * Unexplained fitting * Infant/ toddler that is fitting * Assault using a weapon * Fall from greater than the patient's own height * Suspected spinal injury * Moderate or severe burns * Severe pain for any reason | * Any overdose, poisoning **or** attempted suicide * A suspected severe allergic reaction/ anaphylaxis * Fainting * Broken bones **or** dislocated joints * Deep cuts that require sutures * Head injuries - where there has been a loss of consciousness or persistent dizziness and/or vomiting * Embedded object in the eye * Severe flu-like symptoms **or** coughing up blood * Sudden change in mental state or difficulty speaking * Sudden changes in vision * Persistent high fever despite medication * ​​Young children who have stopped drinking or passing urine * ​Any sudden or severe pain * Pregnancy - reduced movement, abdominal pain or vaginal bleeding * Severe testicular pain * Sudden onset swollen limb |
| ADVISE CALLER TO CALL 999 OR GO TO A&E IMMEDIATELY.  IF IN DOUBT SPEAK TO GP OR NURSE PRACTITIONER IMMEDIATELY FOR HELP | |