

**Caistor Roman Town Volunteer notes: What to do in an emergency**

**Do not hesitate to call 999 in the case of a genuine life-threatening emergency, such as chest pain, shortness of breath, unconsciousness or serious bleeding.**

If you believe a person needs to go to hospital, can they get there by car, public transport or taxi? They will not be seen any quicker at the hospital if they arrive by ambulance.

**NEAREST HOSPITAL WITH A&E:**

**Norfolk and Norwich University Hospital, Colney Lane, Norwich, Norfolk, NR4 7UY**

**Tel: 01603 286 286**

**Directions to hospital (see also map on last page):**

6.7 miles from Caistor Roman Town - about 12 minutes needed for the journey

1. Turn left out of car park on to Stoke Road 0.7 mi
2. Turn left onto Markshall Lane 0.2 mi
3. Markshall Lane turns slightly left and becomes Markshall Farm Road 1.0 mi
4. At the roundabout, take the 2nd exit onto the A47 ramp to A11/Swaffham/Thetford 0.3 mi
5. Merge onto A47 2.1 mi
6. Take the A11 ramp to London/Thetford/Norwich 0.2 mi
7. At the roundabout, take the 5th exit onto Newmarket Rd/A11 0.5 mi
8. At the roundabout, take the 1st exit onto Round House Way 456 ft
9. At the roundabout, take the 1st exit and stay on Round House Way 0.3 mi
10. At the roundabout, take the 1st exit and stay on Round House Way 0.5 mi
11. At the roundabout, take the 1st exit onto Colney Lane 0.5 mi
12. At the roundabout, take the 1st exit and stay on Colney Lane 0.1 mi
13. Turn right 135 ft
14. Turn right 0.1 mi

**In a medical emergency you should stay calm and dial 999.**

You will be asked for some information, including:

- Details of what is wrong and what has happened
- The exact location of the incident:

Caistor St Edmund Roman Fort, Stoke Road, Caistor Saint Edmund, Norwich

**Nearest post code:** NR14 8QL

**Grid reference:** TG 23231 03252 (car park)

- The phone number you are calling from
- Write your mobile phone number here:

---

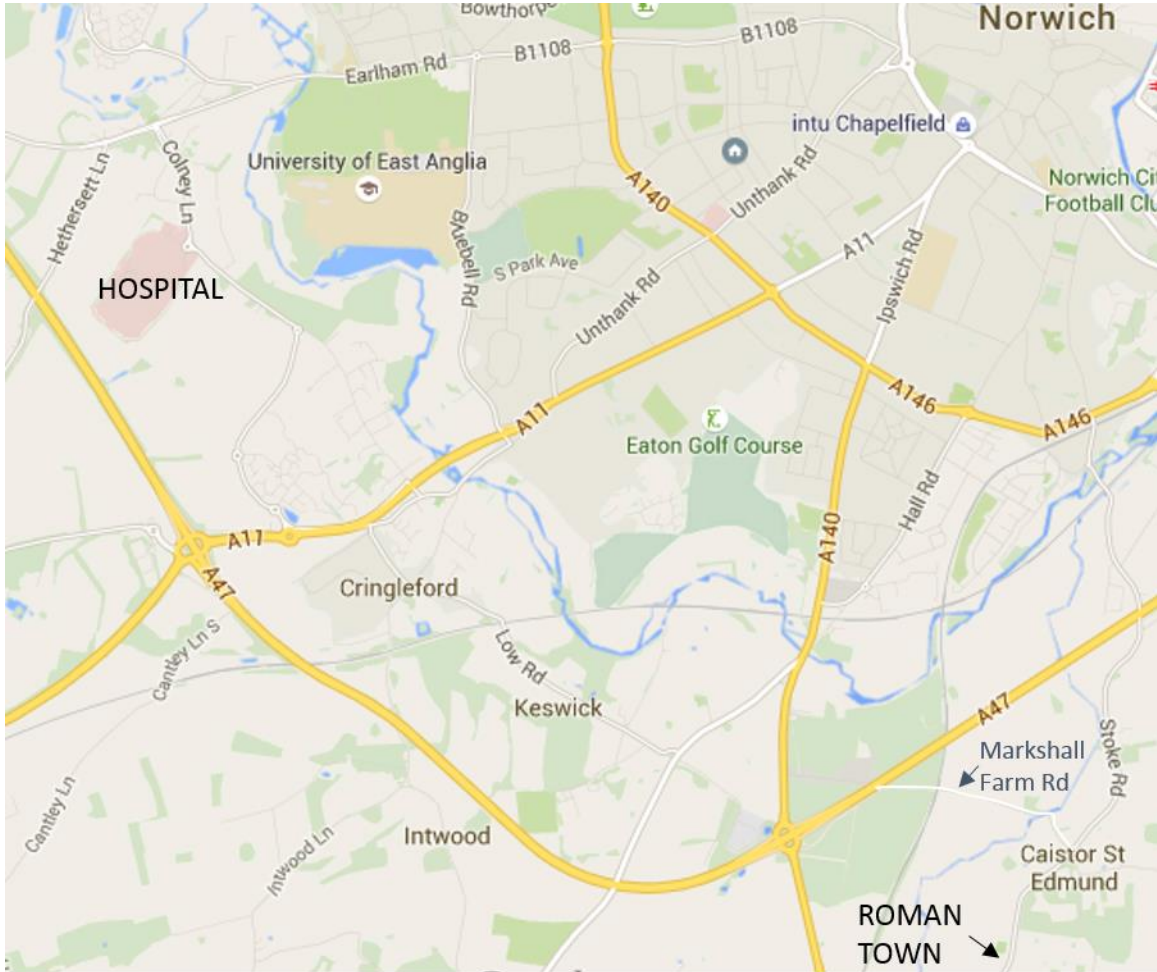
If it is appropriate an ambulance response will be dispatched immediately, but you will be asked to stay on the phone so that the ambulance call-taker can give you medical advice on how best to help the patient. This will not delay the ambulance response.

There are a number of ways you can help the ambulance responder or crew before they arrive:

- Stay with the patient until the ambulance or rapid response vehicle arrives. Call back if their condition or location changes
- If you are not near the access road, get someone to wait by the road and signal where the response is required
- If you can, write down the patient's GP's details and collect any medication they may need
- Remember to stay calm - ambulance crews are there to help and violence towards them will not be tolerated.

A traditional ambulance may not be the first vehicle to arrive on scene. It could be:

- A Community First Responder
- A single crewed response vehicle with an emergency care practitioner, paramedic or emergency medical technician
- An air ambulance
- An emergency doctor



There are a number of other options for less seriously ill or injured people, including:

- Visiting local pharmacy:

The Co-operative Pharmacy  
16-18 The Street  
Poringland  
Tel: 01508 495348

- Visiting the local GP or NHS walk-in centre:

Old Mill Surgery  
Stoke Road  
Poringland  
NR14 7JL  
Telephone: 01508 492929

Norwich Practices Health Centre (Walk-in Centre)  
Rouen House  
Rouen Road  
Norwich  
NR1 1RB  
Telephone: 01603 677500  
Email: timberhill.reception@nhs.net

- **NHS 111 Service for non-emergencies**

The NHS 111 Service can be contacted free if you feel you need advice or reassurance about a health issue. All calls to NHS 111 are free from land lines and mobile phones.

- **For medical emergencies you should call 999.**

For more information on the East of England Ambulance Service have a look at their website: <http://www.eastamb.nhs.uk/>